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# The Indian Police Journal

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**I P J**

## **The Indian Police Journal**

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## **FOREWORD**

Gender Equality is not only a fundamental human right but necessary for the prosperity of peaceful world order. The principle of gender equality is enshrined in the Indian Constitution in its Preamble, Fundamental Rights, Fundamental Duties and Directive Principles. The Constitution not only grants equality to women but also empowers the State to adopt measures of positive discrimination in favour of women for neutralizing the cumulative socio-economic, educational, and political disadvantages faced by them.

Within the framework of a democratic polity, our laws, development policies, plans and programmes have aimed at women's advancement in different spheres. India has also ratified various international conventions committing to secure equal rights for women. Violence against women constitutes one of the most serious forms of human rights violation. Unfortunately, violence/crimes against women remain endemic despite the laws and legislations.

According to the NCRB report, the number of crimes against women grew from 56.5% in 2020 to 64.5% in 2021, (incidents per 1 lakh population). Though the rising graph is a matter of serious concern, it is also attributable to a better reporting system, as people are becoming more aware, and more people are now coming forward to register cases. It is heartening to note that considerable progress is being achieved in our Country on the directives of the Government of India.

In his address to the Nation on India's 75th year of Independence last year, Hon'ble Prime Minister, Sh. Narendra Modi called for a "Change in the mentality" towards women and asked citizens to fight misogyny.

Some of the articles in the present issue attempt to get into the psyche of the perpetrator/s who commit such heinous crimes by understanding the reasons, socio-economic factors, and motivations behind these offences. There is a need to explore the nature and reason behind these crimes for their prevention as no country can ever truly flourish if it stifles the potential of its women and deprives itself of the contributions of half its citizens.

**(Balaji Srivastava)**  
Chief Patron



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## **EDITORIAL**

IPJ is a flagship publication of BPR&D dealing with subjects ranging from Policing, Police Administration and Management, Correctional Administration and Prison Management, forensics including digital evidence to sharing of good practices and standards among the police forces among others. In its own limited way, IPJ seeks to contemporize traditional policing wisdom with the tools of the day.

We have tried our level best to get the finest articles for an informational and educational standpoint from the serving officers, the retired officers, prison officers, judicial members, academicians, and other eminent personalities from law enforcement agencies.

The articles have covered a plethora of new and complex challenges for the forces to tackle along with the help of technology along with the traditional way of policing.

As always, it is a pleasure to introduce the latest edition of the IPJ. Our eminent contributors have authored several well researched articles on various subjects and I am happy to introduce them.

The article “Policing-No Easy Feat: Factors Influencing Behavioural Outcomes of The Law Enforcers” attempts to focus the behavioural outcomes of the Police officers and the factors that may be the probable cause influencing such outcomes and suggests some organisational level interventions for effective policing and officer wellness.

In the article “Operation Parivartan: Transformation of Lives from Illegal Liquor Traders to Dignified Labours”, Tejaswi Satpute highlights how a positive campaign can bring out a turnaround in the lives of people engaging in illegal business and helps them to start a new life full of respect, dignity, pride, satisfaction and happiness.

The article “RPF Security Management System: All India Networking in RPF”, looks into the role that the Railway Protection Force plays in supporting the core policing functions of surveillance, patrolling and investigation.

“Promoting Good Practices and Standards”

In the article “A New Perspective on Sexual Murderers”, the authors have tried to understand the patterns of the killing of victims of sexual violence by the offenders.

Dr. Parul Dixit’s article, “Unified Payment Interface Frauds In India”, tries to give an insight into the critical analysis of the impact of cybercrimes on the e-banking platforms in our nation and possible preventive techniques that can be adopted to reduce financial frauds.

The article “Coherent Elemental Etiology of Domestic Violence in India from Gender Perspective”, explains the prevalence and correlates of domestic violence and views it from a gender-legal perspective.

The article “Woman Station House Officer (SHO) of Woman Police Station is Essential for Fair Investigation of Woman Related Cases: A Case Study of Tonk District Police Stations”, stresses on the need for all-women Police stations at district level for impartial and effective delivery of justice.

Dr. Sonal Shankar’s article, “Untold Misery of Acid Attack Victims: Causes, Impact, Legal Framework and Challenges”, dwells upon the need for stricter laws against acid attacks and suggests workable and practical remedial suggestions to minimize victims’ suffering.

The article, “Spatial Pattern of Crimes in Haryana: A Geographical Analysis”, examines crime incidences across districts for quick and effective prevention of crime.

The article, “Role Stress in Police: A Demographic Analysis of a North Indian Hilly State”, aims to look into level of role stress and role stressors and recommended methods to curtail have been made to manage high level of occupational role stress in Police personnel.

Dr. Ingudam Yaipharemba Singh in his article, “Drugs, not Flowers, are booming in Manipur’s Borderlands”, delves into the reasons why drug trafficking is on the rise and steps needed to be taken by the authorities to curb this menace.

In the article “Perceptions of Police on Sexual Victimization of Female Students of Higher Education Institution: A Study among Three Districts of Rajasthan”, the authors have tried to address various perceptions of the Police on the sexual victimization of students of Higher Education Institutions and the effect it has on reporting of such cases.

The article “A Comparative Study on Perception of Prison Staff about Capacity Building and Safety of Prison Staff at Central Jail Jaipur and Jodhpur”, attempts to understand the perception of the Prison staff towards security and capacity building.

I wish this publication will be useful to all stakeholders who aspire to bolster the functioning of the Police forces. I wish we will get your support in the future as well. Your invaluable suggestions are always solicited.



**Anupama Nilekar Chandra, ADG**  
Editor-in-chief



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# Policing-No Easy Feat: Factors Influencing Behavioural Outcomes of The Law Enforcers



**Prof. (Dr.) Vibhuti Gupta\***  
**Dhruva Kant Thakur, IPS\*\***

## Abstract

*The Police job, across the ranks and file is one of the most challenging and stressful occupations around the world. The stress and challenges have multiplied manifold for the Police officers due to the technological advancements, advanced crime techniques, well equipped criminals, non-habitual offenders, internal systems and processes, constant public and media scrutiny, negative feedback from several sources, and the recent COVID-19 pandemic that has literally engulfed the entire world. These stressors leave a significant negative impact on the physiological, and psychological health of Police officers resulting into consequences, sometimes which are detrimental not only for themselves, but for the Police force, and the society as well. The paper, through extensive yet scientific review of literature attempts to focus on an extremely narrow outcome viz the behavioural outcomes of the Police officers and the factors that may be the probable cause influencing such outcomes. The study is unique as exclusive studies on behavioural outcomes have not been conducted, so far. Yet from amongst the available literature in which such outcomes find some mention, it can be concluded that a cumulative effect of several factors contributes to the negative behavioural outcomes of the Police personnel.*

**KEYWORDS :** *Stress, Post Traumatic Stress Disorder (PTSD), Behavioural outcomes, Aggressive behaviour, Desk rage, Police officers, Intervention strategies.*

## Introduction

Academics as well as the Police organisations started taking cognisance of the stress amongst Police officers

during the 1970s (Cole and Smith, 2004). Studies on Police stress found that chronic stress negatively impacts a Police officer's mental wellbeing, physiological health,

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(backaches, headaches, ulcers, stomach-aches, heart attacks) psychological health, (depression, anxiety, flashbacks, and panic attacks), professional life, personal life and relationships as well (Burke, 1993, Finn and Tomz, 1997, Wilson, et.al., 2001, Gaab, et.al., 2003, Aldwin, 2007). Being the first responders, it becomes essential for them to be able to effectively manage their stress since it is critical for their own mental wellbeing as well as the society they serve (Lester, et.al., 1984). High levels of stress amongst Police officers may lead to burnout, anxiety, substance abuse, marital problems, depression, suicide (Cooper and Davidson, 1987, Brandt, 1993, Janik and Kravitz, 1994, Lennings, 1995, Kirkcaldy, et. al., 1995, Violanti, 1995, Brown, et.al., 1996, Biggam, et. al., 1997, Anshel, 2000) and Police misconduct (Finn and Tomz, 1997, Amaranto, et.al., 2003). "Beneath our Khaki, we are roasted brown, but unconvinced, they wish to burn our Khaki skin" was long back explained by a Police officer himself, Keki N Daruwala in his work Routine (Daruwala, 1971) in which it was attempted to explain how challenging events are considered just a routine job for a Police officer. Besides, findings from a host of empirical research studies on Police officer's stress are a testimony to the fact that they face traumatic and stressful events in their lives, like murders, threats to self, family and friends, suicides, and accidents, to name a few, sometimes as many as three in six months (Patterson, 2001). Such disturbing events develop post-traumatic stress, which, if left unattended, may conveniently convert into post-traumatic

stress disorder- PTSD (Komarovskaya et al., 2011, Papazoglou, 2012).

PTSD is a kind of mental health condition, which gets activated due to either experiencing and/or witnessing traumatic events. PTSD may occur in the form of flashbacks of the past traumatic event, nightmares, uncontrollable thoughts, depression, and anxiety (American Psychiatric Association, 2013), may negatively impact work and relationships as well as interfere with the normal life.

There are broadly four categories of PTSD symptoms, viz intrusive memories (like recurrent memories, flashbacks, and nightmares of the traumatic event), avoidance (like avoidance of thinking about the traumatic event, avoid visiting places that reminds of the traumatic event or avoid discussing about it), negative changes in thinking and mood (thinking negatively about self and others, hopelessness, feeling of detachment, difficulty in feeling positive emotions) and fluctuations in emotional and physical reactions which are also termed as arousal symptoms (like indulging into self-destructive behaviour such as excessive alcohol consumption, facing trouble in sleeping, becoming irritable, having episodes of angry outbursts, aggressive behaviour, and experiencing overwhelming guilt) (American Psychiatric Association, 2013, Krieger, 2017, Hall-Flavin, 2018, Raskind, 2018).

Since Police officers are more than often exposed to such traumatic events, they become more vulnerable to PTSD, which may leave a considerable negative impact on their physiological health (like



persistent pain, cardio-respiratory, and gastro-intestinal symptoms), psychological health (like depression, anxiety, suicidal ideation, and suicides) (Javidi and Yadollahie, 2012, Pacella, et. al., 2013) and behavioural outcomes (like anger outburst, irritability, indulging into violence and/or abusive practices which may be in the form of verbal abuse, and misbehaviour with the people), and may later get complicated by the mixed emotions of shame and guilt (Henning and Frueh, 1997, Lee, et. al., 2001, Owens, et. al., 2009, Komarovskaya et al., 2011, Jordan et. al., 2017).

The recent COVID-19 pandemic has acted as fuel to fire where they had to face backlash for the pandemic related laws that they never made, but were made party to as implementers or law enforcers. The Police personnel were expected to maintain social distancing, control unruly public on the streets, ensure COVID-19 related protocols like wearing of masks, in addition to their regular law and order duties. They are more affected by the pandemic than the normal public since they must ensure law and order in addition to the following of protocols that have surfaced due to the unprecedented challenge of the pandemic, and the fear of themselves being infected as well. Many a times they had to stay away from their families after being affected by the virus while attending to the call of duty.

Challenging occupational demands contribute to the Police officer's physiological and psychological well-being. However, research studies on behavioural outcomes of Police officers are very limited, except for a few studies that were conducted for

PTSD on Vietnam War veterans. One such study on them found that the single largest independent predictor of PTSD symptoms amongst them was if they engaged in any acts like "harm to civilians or prisoners" (Dohrenwend, et. al., 2013) while other studies examined violent behaviour, alcohol abuse, and relationship issues (Maguen et al., 2009, 2010). Studies on behavioural outcomes on war veterans have found that interventions may help the mental wellbeing of the Police officers, thus lowering the negative impact of PTSD (Dohrenwend et al., 2013).

### Objectives

Being the first responders, the Police officers witness serious crimes, they barely get adequate sleep and rest, are the face of the government on streets and hence held accountable, the Police personnel remain under constant public and media scrutiny, therefore, most of the times face severe criticisms as well, sometimes for situations beyond their control.

Such factors, cumulatively, contribute to negatively impacting their psychological health, physiological health, behaviour, and their mental well-being.

The authors, therefore, attempt to scan the available literature from across a wide range of Police studies, globally, to find out if such incidences have any significant impact, specifically on their behavioural outcomes, in addition to other well documented factors.

### Need of the study

The authors of this study have focussed on a very fine aspect of stress induced



outcomes, viz, the behavioural outcomes of Police officers. The authors noticed that the research studies majorly focus on the psychological and physiological outcomes of stress, however, a very limited number of studies have focused on behavioural outcomes as well, along with physiological and psychological health outcomes. Behaviour is an important aspect of a Police officer's life, since the stress induced behavioural outcomes not only has an impact on the officers themselves but also negatively contributes tarnishing the Police public relations, in addition to spoiling the Police image and public perception for the Police. The authors thus found it an unexplored yet promising area of research.

### **Behaviour, Organisational Citizenship Behaviour, Deviant Workplace Behaviour and Workplace Aggression**

Behaviour is, according to the Cambridge Dictionary, "the way that someone or something behaves in a particular situation". According to Webster's Dictionary, behaviour is "anything that an organism does involving action and response to stimulation". Behaviour may have several forms and may occur between various categories of individuals, however, here the focus will be only on organisation specific behaviour, which is how one conducts oneself in an organisation, with the people inside as well as with those who come in direct contact with the people in the organisation. In this study, it is the Police department, the Police officers, and the society at large who come in direct contact with each other. Organisations promote organisation citizenship behaviour in the interest of the

organisation and the key stakeholders. Organisation Citizenship Behaviour (OCB) is a kind of behaviour in which the people put in extra efforts in the interest of their organisation. The OCB is of two types: OCB Individual (OCB-I) and OCB Organisational (OCB-O). Under OCB-I, an individual extends a helping hand, support to other employees of the organisation, beyond his/her area of work, while under OCB-O, it is directed towards the organisation itself, i.e., by going beyond what is expected from an employee. {Greenberg, 2011, pp 185}. Such behaviours leave a positive impact on the overall growth and performance of the organisation. However, the opposite of it, is the counter productive work behaviour and the deviant workplace behaviour which means acts of any employee that violate the norms of the organisation or society thus resulting into negative consequences (Greenberg, 2011, pp 426). Taken as an organisation for effective management of law and order, the Police department has its own sets of challenges with respect to OCB and deviant workplace behaviours. There are several examples that demonstrate that the Police officers, across the globe, during the pandemic, COVID-19, went beyond their regular duty of policing and extended help and support to the society in an unprecedented manner thus displaying OCB-O behaviours, however, there are instances as well, when the acts of some Police officers became a point of discussion amongst the masses, media and the intellectual class for their display of some deviant workplace behaviours. In a recent incident, a BSF Head Constable shot his colleague dead and then shot



himself in Kolkata (Hindustan Times, Mar 7, 2022). Deviant workplace behaviours (Greenberg, 2011, pp. 431, Baron, 2004, pp. 23-61) maybe in the form of workplace aggression which involves mild to severe verbal and/or physical abuse directed towards others. Such acts of Police officers get much attention and space in both print and electronic media, thus damaging the reputation of the entire Police force.

Workplace aggression may be broadly categorised into three categories: incivility, obstructionism and overt aggression. Incivility means verbally or symbolically exhibiting lack of respect to others or denying them the respect they deserve. Obstructionism means deliberately obstructing someone's work, while overt aggression also known as workplace violence means threatening for physical violence, getting into physical violence and direct verbal abuse. Organisational studies, (not specifically Police studies) have found that aggression is directly influenced by the level of aggression that an individual faces in his/her work setting. (Glomb, et. al., 2003, Dietz, et. al., 2003) i.e., if the individuals work in an environment where aggression is widespread, they too are likely to behave in a similar manner; the work environment or culture may act as a trigger to behave aggressively as well. Research studies have identified that certain kinds of jobs may be responsible for aggressive behaviour and hence those working in such jobs may become victims of aggression (Greenberg, 2011 pp. 433) thus displaying aggressive behaviour. To understand if any relationship exists between job characteristics and

experiencing aggression or violence, a study was conducted on a wider cohort of employees, and it was found that people may likely indulge into aggressive behaviour or resort to violence if their jobs so demand. (LeBlanc, 2002). Police officers were one of the categories of respondents in this study.

### **Stress, Stressors, Strain and Burnout**

In addition to the job characteristics, research studies have identified stress as an important contributor for negative behavioural outcomes amongst various categories of respondents. According to a study (Goldin, 2003, Bolles, 2010), 90 per cent of American working professionals experience stress at some point of time and atleast once a week. Stress has been defined as, "the pattern of emotional and physiological reactions occurring in response to demands from within or outside organizations." (Greenberg, 2011, pp 436). Stress may be of various forms like acute stress, episodic stress, and chronic stress. With each category of stress, the degree and duration vary. Acute stressors may be brief, whereas episodic stressors may occur for an intermediate period, while chronic stressors may be long in duration. Factors that are responsible for bringing in some random changes requiring people to adjust to them quickly are termed as acute stressors. They pose as a physiological or psychological threat thus resulting into either feeling tired (impacting physiologically) or being irritable (impacting psychologically). Episodic stressors occur because of intermittently facing several stressors that are acute in nature. Most severe in the category are the chronic stressors since they are persistent

and unrelenting. These stressors are detrimental to the mind, body and spirit of the individual experiencing it. Unaddressed stress leads to PTSD which has detrimental psychological, physiological, and behavioural consequences, which may occur alone or in combination as well. It is explained in a tabular format:

**Table 1, Source: Quick et al., 2008**

Physiological Consequences	Behavioural Consequences	Psychological Consequences
Lung disease	Appetite disorders	Depression
Headaches	Violence	Sleep disturbances
Ulcers	Drug and alcohol abuse	Family conflict
Cancer	Smoking	
Backache and arthritis	Accident proneness	
Heart disease and stroke		
Cirrhosis of the liver		
Diabetes		

### Physiological and Psychological Response to Stressors

Stressors impact mind, spirit, and body detrimentally. Upon repeatedly experiencing stress, in any of the forms, viz acute, episodic, or chronic, the body responds accordingly. The sympathetic nervous system and endocrine system are activated upon encountering stressors resulting into increased heart rate, increased blood pressure and quick respiration process. Such action while activating some organs depletes other organs of important resources for the said

duration. (Selye,1976). If such stressors are frequent and many in numbers, they severely damage the body, resulting into some serious ailments like cardio-vascular disease, gastro-intestinal disease, insomnia, and depression. (Greenberg, 2011).These bodily reactions to stressors that impact normal functioning of essential organs are termed as Strain. Burnout is yet another factor associated with chronic stressors in which a person feels physically, mentally, and emotionally exhausted. Symptoms like headache, nausea, sleeplessness etc. occur because of physical exhaustion. Symptoms like depression, feeling helpless occur because of emotional exhaustion. As a result of burnout, people may also suffer from low self-esteem (Bakker et al., 2000).Frequent exposure to stressors, experiencing burn-out negatively impacts behaviour, and psychological health as well (Bakker et al., 2000) which gradually may result into depersonalisation also known as attitudinal exhaustion. Depersonalisation is a psychological outcome of burnout in which a person becomes sceptical, sarcastic, is derogatory to others as well as to self, job, organisation and life. (Bakker et al., 2000).

There may be several causes of stress like occupational demands such as working for long hours, irregular sleep, food and rest patterns, organisational demands like internal policies and procedures, imbalance between work and family life, work overload, information anxiety which occurs as a result of lot of pressure on an individual to store and process great amount of information, while simultaneously adding new ones to it. (Sullivan, 1992).

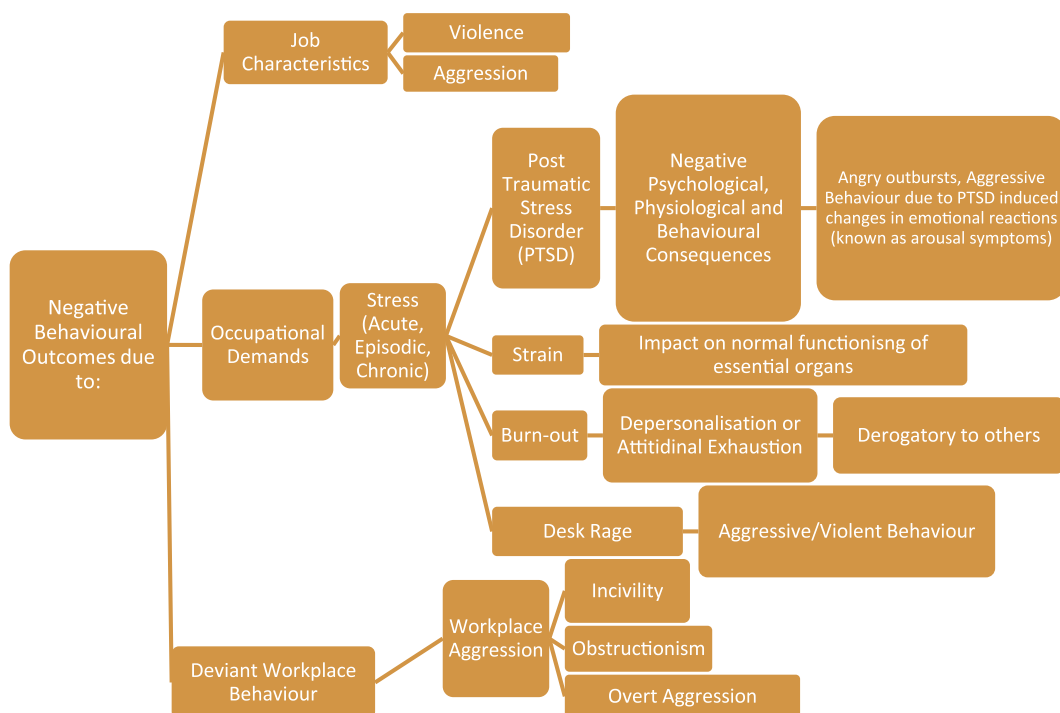




These stressors may leave adverse impact in the form of lowered task performance (Motowidlo, et. al., 1986, Cropanzano, et. al., 2003), desk rage which is a consequence of stress and has been found quite prevalent in the organisations. Desk rage means shouting out at others or display of aggression or violent behaviour

directed towards someone due to stressful events or situations at job like working for extended hours or under difficult situations. (Daw, 2001, Lorenz, 2004).

The factors that may contribute to negative behavioural outcomes have been explained with the help of a model.



*Model No. 1: Negative Behavioural Outcomes due to Occupational Demands, Job Characteristics and Deviant Workplace Behaviour*

## Review of Literature

Policing is no easy feat. Research supports that it is one of the most stressful and mentally taxing professions. A Police personnel is always on duty (The Police Act, 1861), has to work for long hours, sometimes in shifts, majorly works for twenty four hours a day and seven days a week, is the first responder and hence witnesses heinous crimes,

violence, gruesome murders, experiences threat to self, family and significant others, remains hyper-vigilant, is under constant media and public watch, has to deal with social media- a recent development, and the unprecedented pandemic challenge, which cumulatively adds to the chronic stress of Police officers (Terrill, et. al., 2003, Paoline, 2003, Hartley, et. al., 2011, McCraty and



Atkinson, 2012). Such experiences, work environment, and exposure to traumatic events adversely impact the mental health of Police officers (Hartley et al., 2011), and in the event of them being ignored may convert into post-traumatic stress disorder (PTSD, (Brown and Campbell, 1990, Crank and Caldero, 1991, Collins and Gibbs, 2003, Marmar et al., 2006), which might adversely impact physiological health, psychological health, and behavioural outcomes. In one such incident, addressing an appeal of an Assistant Commandant of CRPF in which disciplinary proceedings were initiated against him for using unparliamentary language, the Supreme Court observed that disciplinary action against people with mental disabilities is a facet of indirect discrimination. The Hon'ble Court set aside the inquiry proceedings against him over charge of misconduct. (Ravinder Kumar Dhariwal vs. Union of India, Deccan Herald, Dec 17, 2021). In a study conducted by the University of Cambridge, in which more than 16,000 serving Police officers responded, it was found that they suffer from simple PTSD to complex PTSD which was five times higher than normal UK population. (University of Cambridge Study, 2019), thus severely impacting mental health of the Police officers.

PTSD also adds to the all static load which is the physiological burden experienced by an individual in response to adjusting to the external challenges. Since the Police officers are trained in a typical manner, they do not openly express their feelings and silently suffer, face relationship issues, at times misuse alcohol, experience suicide ideation

and commit suicide, as well (Richmond, et. al., 1999, Rees and Smith, 2008, Wang et al., 2010, Menard and Arter, 2013).

After extensive review of literature, the authors found that there is a dearth of such studies that cater specifically to the behavioural outcomes of the Police officers, however, this aspect has found a mention in a couple of studies. The behaviour and attitudes of Police officers have also found mention in some of the Police Commissions and Committees that were set up from time to time with respect to the Police Reforms by the Government of India.

### Research Methodology

The authors searched EBSCOhost DELNET, NDJ, Google Scholar and open sources from which about 456 studies were identified that dealt with Police misbehaviour. The key words used were Police misbehaviour, Police public interaction, rude behaviour with public, behavioural outcomes of Police personnel, reasons for behavioural outcomes of Police personnel, aggressive behaviour, etc. However, they all catered majorly to Police misconduct, Police atrocities, corruption, Police-politician nexus, criminalisation of Police, politicisation of Police, and many other forms of misconduct. Hence all these studies were dropped from the study as they did not meet the search criteria which focused on finding studies related to aggressive or rude or rash or abusive behaviour, frustration, irritability, guilt induced rash behaviour to name a few. This would have happened due to the lack of sophistication in understanding by the search engines or because there is a



dearth of research in such a narrow aspect like behavioural outcomes of the Police personnel.

The authors then refined their search criteria and searched studies specific to Police, Police stress and outcomes, reasons for behavioural outcomes of Police, Police occupational stress, Police operational stress, recommendations of National Police Commissions on Police Behaviour, The Indian Police Act, 1861, Police job, abusive Police behaviour, Police mental well-being, guilt factors amongst Police personnel etc. The authors could not find a single study that catered specifically to behavioural outcomes of the Police personnel, or the factors associated with such outcomes in the search engines generated results, in terms of related studies. The authors therefore scanned the available literature through extensive review of available literature and conducted a meta-analysis. It was found that though there is no dearth of literature that cater to Police stress and psychological as well as physiological outcomes, however, with respect to behavioural outcomes, the available literature just provides a slight hint, but no full-fledged study, neither nationally nor internationally, so far as the authors of this study know.

### **Behavioural outcomes**

Studies that focused on the behavioural outcomes, as well, in addition to wider research on stress and its psychological and physiological outcomes enumerated several behavioural outcomes like sick hours, accidents, leave hours, disciplinary action taken, alcohol consumption, injuries, and

self-ratings of work performance (Ackerley, 1986, Wilson, et al, 2001). Carlan and Nored found that the Police officers were hesitant to talk or discuss about stress as it has a stigma associated with receiving a stress counselling. Giga, et.al in their study found that to manage stress amongst the Police officers, different interventions are required like those that cater specifically to the organisational factors as well as those that cater to the individual factors like attitudes and behaviour. It was also found that the Police officers find alcohol consumption a part and parcel of the job, a way to deal with stress and cope with their day-to-day challenges (Richmond et al., 1999).

Few studies found that stress leaves a negative impact on the Police officers, which in addition to other wellbeing issues, include behavioural outcomes, declined job performance, negative self-ratings and cigarette smoking (Sarason, et. al., 1979, Richmond, et. al., 1999, Shipley and Baranski, 2002).

As Police officers deal with the people at large, their behavioural factors like rude or rash behaviour with the people and declined job performance are directly correlated to their negative public image and severely damages the overall face of the Police amongst the masses. Lack of soft skills while mediating or communicating have often been identified and termed as a barrier to effective policing.

With reference to India, the Government of India had set up several Committees and Commissions to recommend measures for Police Reforms.



The National Police Commission, 1977 was constituted to study, at national level, the problems Police personnel face, make a thorough review of the Police system and address a wide range of aspects. The Ribeiro Committee, 1998 was constituted to review the implementation of the National Police Commission recommendations. The Padmanabhaiah Committee on Police Reforms, 2000 was constituted to propose structural changes in the Police so that they may be prepared to take on the challenges in the new millennium. The Malimath Committee on Reforms in the Criminal Justice System, 2000 was constituted to suggest methods for upgrading the Criminal Justice System. The task assigned to MHA Committee, 2004 was to assess the implementation status of recommendations made by the various Commissions and Committees. A Sub-committee was also constituted to investigate the feasibility of recommendations made by the previous Committees and Commissions and an Expert Committee to draft a New Model Police Act, 2005 to replace the Police Act, 1861. (MHA Report).

The aspect of behaviour and attitude of Police officers has found mention in the reports of various Police Committees and Commissions set up by the Government of India to bring in Police Reforms. The National Police Commission, 1977 stated, "it is considered basic and fundamental that every Police officer develops an attitude of courtesy and consideration combined with sympathy and understanding towards any member of the public who comes to him seeking help." (National Police Commission,

1977, 41.09). The Ribeiro Committee in its Second Report (March 1999) recommended, "a qualitative change in the training being imparted in Police training institutions is imperative to improve performance and behaviour of the Police" (The Ribeiro Committee in its Second Report, March 1999). The Padmanabhaiah Committee on Police Reforms 2000, in addition to other factors like training, investigations etc., to name a few, has also mentioned about the Police officer's behaviour. This Committee has termed "the attitudes, behaviour and the mind-set of Police" as a major weakness of the Police force and thus has recommended an altogether new approach to the training component of the Police officers. This Committee has recommended sub-dividing training into two areas, "one that is basic, motivational, value based, which enhances discipline and communication skills. The Committee recommended that the second area of training should have as its objectives, acquisition of specialised skills and professional expertise and training in both these areas together should achieve two purposes, namely attitudinal transformation, and development of skills". The Committee has dealt with Police behaviour at length by devoting an entire chapter and expressed that "Police behaviour, image, public relations, and efficiency are interrelated areas. Of these, Police behaviour is the most vital parameter and has negative or positive impact on the remaining three areas" (Para 4.4 [iv]). It has recommended, "a set of well-defined positive duties, which can be conveniently carried out by the Police, should become a part of Police agenda so as to give a positive image to the Police and



improving the Police behaviour.”

A thorough review of the reports and recommendations of the Committees and Commissions reveal that they have recognised the tough conditions and challenges under which the Police officers’ function, the ever-increasing public expectations and change in crime trends, however, the psychological burden the Police officers carry, the stress that is identical to policing has not found mention, thus leaving behind an important component of recommendations and associated welfare measures for the Police officers. Studies have identified that stress is responsible for negative impact on their psychological health, physiological health, and behavioural outcomes. An important component of Police Reforms may be not just identifying the symptoms but identifying the root-cause of the problem, as well.

The Committee on the Model Police Act has recommended measures for the welfare of the Police officers. It emphasized the need to have a professional Police ‘service’ in a democratic society, which is efficient, effective, responsive to the needs of the people and accountable to the Rule of Law. Besides focusing on functional autonomy, encouraging professionalism, accountability paramount, it also recommended improved service conditions including streamlining their working hours, one day off per week, or compensatory benefits in the absence of day off, formation of a Police Welfare Bureau to take care of housing, health care, legal facilities, and financial security for the next of kin of those dying in service. Positive steps in this direction may help contributing

officer mental as well as psychological well-being.

### Findings of the study

It has been found that there are various factors that contribute to deviant workplace behaviours of Police officers such as workplace aggression, incivility, violence, and obstructionism. It has also been found that chronic stressors contribute to negative behavioural outcomes in addition to harming an individual physiologically and psychologically. When a Police officer is concerned, the studies, globally, suggest that they function under constant and chronic stress and quietly suffer the consequences. In addition to their regular policing duties which involve witnessing heinous crimes, murders, violence, crime affected sites, the Police personnel are under strict media and public scrutiny as well, where a small act becomes a big news story. It was rightly said by Sir Robert Peel, the founder of modern policing that “Police is public, and public is Police”. Such incidences negatively contribute to their mental well-being. Findings from a study on larger cohort of respondents including employees from corporate, medicine and Police suggest, the person may display aggressive behaviour to the extent that their jobs demand. It was found in the said study that the employees may display workplace aggression if the nature of their job is such. A Police officer’s job indeed involves such characteristics like aggression and violence.

The findings also suggest that we sometimes need to shift our focus and find out the root cause of the problem. An additional



psychologically agonising factor may be the colonial mind-set of the people about the Police force. Due to the past and the colonial set-up of the Police force, which was the repressive arm of the government, the society has developed a patterned thinking where they are either afraid of Police or have negative image associated with the Police, whereas the Police of today and the future is way different from their predecessors. The modern Police force is more sensitive towards the public. Such negative image may also negatively contribute to the psychological and behavioural outcomes of the Police officers. The Padmanabhaiah Committee recommended “the essence of the mandate is to recommend a new concept and structure for a Police force for the new millennium, which is modern, efficient, people friendly and which can elicit public trust and cooperation in its work”. Empirical studies suggest that mental health interventions for the Police officers may help mitigate physiological as well as psychological health symptoms among Police officers in addition to behavioural outcomes against the people. Given the conditions under which the Police officers have to function and based on the socio-cultural background of India, Gupta and Kumar, in their study have recommended Mindfulness Based Stress Reduction (MBSR) program for the Police officers in India. This program is successfully being carried out for Police officers in the US with positive outcome.

### **Recommendations and Suggestions**

Several empirical studies have established a causal relationship between stress, PTSD,

and their physiological and psychological impact on a Police officer’s health. However, there is a dearth of such studies with respect to the behavioural outcomes of the Police officers, in particular. Behavioural studies support that occupational demands, organisational demands, and chronic stress significantly contribute to negative behavioural outcomes like workplace aggression, incivility, and violence. Therefore, with the help of available theories and empirical studies with large cohorts of respondents from Police, a causal relationship between stress, PTSD and behavioural outcomes of Police officers needs to be explored to find out if PTSD has any impact on their behavioural outcomes. Findings from such studies may help policy formulation to help Police officers deal as well as cope with stressful events. Findings may become an important component of the Police Reforms as well. It has been found that various Committees and Commissions on Police Reforms have also mentioned about the behaviour modification of Police officers. Training the Police officers to deal with stress along with customised intervention strategies that are tailor made for the Police officers may be helpful as well. The Padmanabhaiah Committee (2000), focused on training the Police officers since training plays an important role in the lives of Police officers. In addition to physical fitness and upgrading of skills to deal with the advanced crime techniques, sophisticated tools and technology, unprecedented challenges, internal security, and organised crime, they must also be trained to become a mentally fit force, i.e. a force that has Mind-fit cops (Gupta and Kumar, 2020).In



addition to trainings, timely interventions are also required. There are various interventions that can help in coping with stress and PTSD. Research studies have found that the law enforcement agencies, globally, have identified various intervention strategies to help Police officers manage and cope with stress (Sewell, 1999; On the Job Stress in Policing, 2000). Some of the interventions that the law enforcement agencies characteristically use are: EMDR: eye movement desensitization and reprocessing, a clinical method in which quick lateral, back and forth eye movement is to be done while focusing on negative thoughts, debriefing which means to talk in a supportive environment to reduce the ill effects of a traumatic events (Everly, Flannery, & Mitchell, 2000), physical fitness, i.e. fitness programs meant to enhance physical health thus improve the ability to handle stress, meditation, time management (Benson, 1975, Ellison, 1983), biofeedback which is yet another realization method in which participants are trained to regulate involuntary reactions like heart rate, muscle tension, sweating, etc., progressive muscle relaxation which is a kind of relaxation in which the person is made aware of the tenseness in muscles with a message that this is momentary and will relax quickly, support provided by significant others like fellow officers, family and friends also play an important role, cognitive-behavioural coping strategies which includes behavioural and emotional coping methods to deal with stressful events, positive self-talk, stress debriefing, deep breathing, and CISM: critical incident stress management (Webb and Smith,

1980, Ellison & Genz, 1983, Brandt, 1993, Anderson, Swenson and Clay, 1995, Carlier, et. al., 1998, Everly, Flannery, & Mitchell, 2000, Wilson, et al, 2001, Shipley and Baranski, 2002, Addis and Stephens, 2008, Chapin, et. al., 2008). The cognitive coping strategies, amongst others, have been widely studied as a coping strategy that Police officers use to manage stress and have been identified as an important component in the stress-destress relationship (Kirmeyer, and Diamond, 1985, Graf, 1986, Fain and Mc Cormick, 1988, Folkman & Lazarus, 1991, Violanti, 1992, Evans et al., 1993, Patterson, 2003).

Hurrell (1995) identified that only training an officer would not be successful unless it is followed with proper intervention for stress management and coping effectively. One major step towards this can be sensitisation of important stakeholders for the Police personnel (Gupta and Kumar, in press) like the public, media and the judiciary so that they understand the taxing nature of Police job. This can be an important step towards stress management and mitigating the harmful effects of stress.

In an effort to help the Police officers, An Garda Síochána, the Police force of the Republic of Ireland has launched an app called KOPS-Keeping Our People Supported. The app has been launched to provide support to Garda officers on a range of issues, round the clock, 24x7. (Gibbons, 2022).

The Police department in India may start Employee Assistance Programs as well as Stress Management Programs for the Police officers. The Employee Assistance



Programs have been introduced in the corporates in the US and gradually at other places. Under such programs, the employees get assistance such as legal, medical, alcohol abuse, substance abuse, to name a few. The corporates outsource such services to the service providers who take proper care of their employees, thus ensuring their physiological, psychological as well as mental well-being. Such practices, if adopted, may help the Police officers as well. The Stress Management Programs help employees with variety of techniques like meditation and relaxation (Greenberg, 2011). In addition to EAPs, Stress Management Programs, Wellness Programs may also be introduced specifically for the Police officers. Such wellness programs are broad based and help maintaining healthy lifestyle in addition to stress management and reduction. An app on similar lines of KOPS may as well be launched for the Police officers in India. Efforts like these may prove beneficial in addressing the mental health challenges of the Police officers in India, thus may help improving their behavioural outcomes as well.

### Conclusion

Workplace behaviour plays an important role in an organisational life. The same concept is applicable to the Police officers as well. It is even more important to display an acceptable behaviour when a Police officer is concerned, since they largely deal with public and a slight aggressive or violent behaviour may leave a negative impact about the Police force, not just the said officer. Hence, planned intervention strategies are required to be put in place to address the

concern of abusive or aggressive behaviour by the Police officers in the larger interest of the Police force and the society they serve. This is an acceptable fact that when policing is concerned, stress or challenging occupational demands cannot be done away with. However, systematic efforts may be initiated to address these challenges so that the ill effects of such challenges may be reduced, if not vanished, altogether. According to a study (Rotundo and Spector, 2011) a combination of environmental and individual factors are responsible for the behavioural outcomes of an employee. Hence attempts need to be made to mitigate harmful effects of such factors.

### Discussion

Policing is a stressful profession is well known. The Police officers have to work for extended hours, are the first responders and hence witness serious crimes, their work schedule affects their circadian rhythms since they do not get the sleep and rest that a human being needs, being trained in a certain manner, they don't even share their concerns with their near ones, sometimes the close friends and family members even fail to understand their situation, the heinous crimes that they witness may leave a deep impact on their mental health and they may experience post-traumatic stress which if not treated, may convert into post-traumatic stress disorder, PTSD and negatively impact their psychological health, physiological health and also behavioural outcomes. The authors, however, while attempting to study just one component, the behavioural outcomes due to occupational demands, stress and PTSD found there is a dearth





of any full-fledged study devoted to this aspect, though it has found mention along with physiological and psychological health outcomes of stress and PTSD in research studies. With respect to behavioural outcomes, the studies found that the Police officers indulge into abusive behaviour, excessive alcohol consumption, cigarette smoking, violence, and use of excessive force, to name a few, due to stress and PTSD. However, behavioural studies support that negative behavioural outcome like desk rage, aggression, physical and verbal violence, incivility, obstructionism, verbal abuse, and derogatory remarks to others may occur due to deviant workplace behaviours, chronic stress, occupational demands, and job characteristics. It was also found during the review of literature that the various Committees and Commission constituted by the Government of India for Police Reforms mention about the behaviour and attitudes of the Police officers and that they need to be corrected. Though, an important component of their mental health also needs consideration to ensure the Police officers are not just trained to be physically fit but also mentally fit (Gupta and Kumar, 2020). Attention needs to be focussed upon their stress as well and hence one important recommendation is that the Police stress should be adequately addressed, and intervention strategies worked out so that they can manage stress and avoid stress and PTSD induced problems which may be in form of physiological or psychological or behavioural outcomes.

### Future Implications for the Police

Based on the findings of the study, timely and effective intervention strategies may be introduced to ensure mental well-being of the Police officers.

### Policy Implications

Based upon the findings of this study, it might be recommended to establish some centres for the Police personnel on the lines of Employee Assistance Programs as are in the corporate sector where the employees visit and discuss their problems with the relevant service provider. Such centres have a Psychologist, an Advocate, Doctors, Nurses, etc. The employee may confidentially discuss any of their problems, viz health, family, relationship issues, legal advice etc. Intervention strategies through Stress Management Programs also need to be worked out to manage stress or cope with PTSD. Such steps shall work in a positive direction to ensure mental wellbeing of the Police personnel across the ranks and files.

### Limitations

The authors could not find research studies catering specifically to the behavioural outcome of the Police personnel. There were a host of studies that catered to stress and its physiological as well as psychological outcomes, but none of the studies studied about behavioural outcomes, specifically, though some mention could be found in a very limited number of research studies. The authors could find lesser number of overall studies with respect to Police in India as compared to those of USA, UK, The Netherlands, Italy, France, to name a few.



## Future Research

As mentioned above, since there is a dearth of empirical studies that cater specifically to the behavioural outcomes of the Police personnel. Hence, there lies a huge scope to take this research forward and find out, empirically, why the Police personnel behave, at times, the way they behave, what are the factors that influence such behaviour and establish a link between behavioural theories with the behavioural outcomes of the Police officers, specifically. For the future research scholars, this study might be a starting point to explore the factors, empirically, that contribute to their behavioural outcomes.

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There is no conflict of interest for the study.

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# Operation Parivartan: Transformation of Lives from Illegal Liquor Traders to Dignified Labours



Tejaswi Satpute, IPS\*

## Abstract

*Operation Parivartan is an epitomic movement initiated to transform the lives of the people of Solapur district of Maharashtra, who were very much involved in the illegal liquor trade, and make them respectable citizens giving numerous alternate means of livelihood. The people involved in the production, sell and distribution of liquor have been motivated to change their business, were given helping hand by providing financial assistance to stand on their own feet. In fact, it was a herculean task, as stopping the liquor trade was a challenging task before the Police department. Several attempts were made to stop illicit liquor trade in the past but failed due to reluctance of the people. This paper focuses on how the Operation Parivartan, a positive campaign with positive intentions could literally bring out the people from such an illegal business. The campaign played a vital role in revitalizing them to start a new life with full of respect, dignity, pride, satisfaction and happiness.*

**Keywords:** Liquor trade, Operation Parivartan, illegal business, campaign etc.

## Introduction

Solapur is one of the largest districts of Maharashtra. It consists of eleven tehsils. Solapur shares a border with the Karnataka state. The problem of illicit liquor/illicit liquor dens (tandas) is critical in Solapur and has been prevalent since pre-independence. The handmade hazardous illicit liquor manufactured on dens has not only killed many people in previous incidents because

of poisonous characteristics, but also has come forward as the cause of the social tensions and domestic violence in various parts of the country as well as the state. The geographic location of the Solapur is conducive to transportation of raw material and manufactured liquor, as well as hiding purposes to the neighbouring state in wake of Police action, making the problem complex in nature.

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### Author's Introduction:

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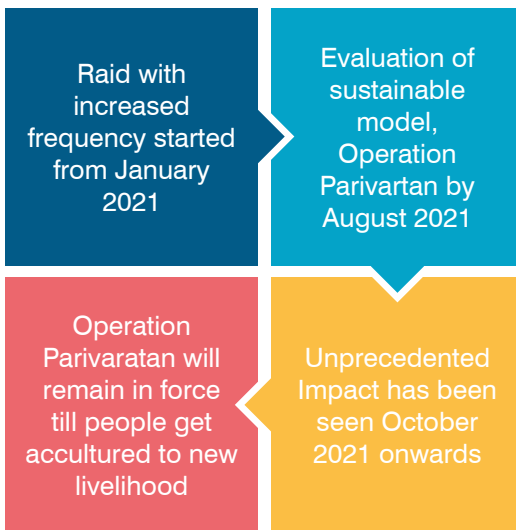
## Definition of Liquor

Wikipedia defines liquor as an alcoholic drink produced by distillation of grains, fruits, vegetable or sugar that have already gone through alcoholic fermentation.

## Illicit Liquor

Illicit liquor in this context is handmade country liquor manufactured on raw dens which is hazardous to health, consumed mostly by low income groups. It is an alcohol produced in an uncontrolled environment such as an open field or at home with low or zero safety standards that is intended for purposes of sale, without any authorization. This liquor can lead to death and it can also cause many liver related diseases.

## Identification of the Problem



The paper focuses on the issue of illicit country liquor in Solapur, which has been a matter of worry and a top priority of Solapur Rural Police for many years and hence raiding these dens remained a regular agenda of

Police department. It was observed in July 2021 that even after an increased number of Police raids, the problem of illicit liquor in the Solapur was far away from success. Solapur Rural Police decided to evolve an alternative and sustainable strategy. Firstly, by identifying the problem which is underlying the issue of illicit liquor was a major concern. Solapur Rural Police realised that these historically marginalized communities involved in business hardly have any knowledge about alternative livelihood or the mindset of switching to an alternative after a lot of brainstorming. The Police or excise department action was restricted to raids and destroying, seizing of material of liquor. The Police also realised the fact that even after the periodic Police raids, a longer frequency of raids kept this business profitable to people. These two crucial realisations i.e. necessity of rehabilitation of the people and finding out the mode of operation to make the business unprofitable for involved people led to the conceptualisation of 'Operation Parivartan'.

## Aims and Objectives of the Initiative

- To stop the production of illicit liquor completely on a sustainable basis and prevent the mishaps like mass poisoning and casualties on a proactive basis.
- To reduce the incidents of crime, social conflicts and domestic violence associated with illicit liquor.



- Ensuring alternative, sustainable and dignified livelihood to marginalized people involved in the business of illicit liquor so that they do not move back to this illicit business even in the absence of raids.
- To build confidence among the Police force and historically marginalized communities bearing a social tag of criminal since British time by bringing them in the mainstream through this initiative
- To create an amiable atmosphere between the Police and the community.

### Research Methodology:

In order to carry out the initiative, Solapur Rural Police attempted to adopt the following methodological procedure.

#### a) Data Source

The available data related to the illicit dens, and their hotspots, cases filed, actions taken i.e. raids etc.

#### b) Case Study

The team studied the problems of the families involved in this trade and found the reason behind the problem.

#### c) Interviews

The team also interviewed some family representatives and counseled all the families.

#### d) Questionnaire

The team created a form for these

families and circulated among them. The families responded by filling the form.

### Significance of the Initiative

As the illicit liquor trade is a blot for the society, the Police department intended to stop it permanently. Taking into account the integrated approach the entire team of Solapur Rural Police has undertaken this initiative. This initiative has definitely helped the people involved in illegal activities to adopt the new legal activity for the sake of their bread and butter. Almost 90% families have adopted legal business like start-ups, skilled and unskilled labour, agriculture etc.

### Evolution of Operation Parivartan

Operation Parivartan began in the month of August 2021 with an integrated approach. Though, it was a continuation of targeted Police action against illicit liquor started in January 2021, it became an initiative with an integrated approach to solve the problem of illicit liquor permanently. Three more components have been added to the 'action'- a traditional single component of the operation. 'Operation Parivartan' now consisted of four components.

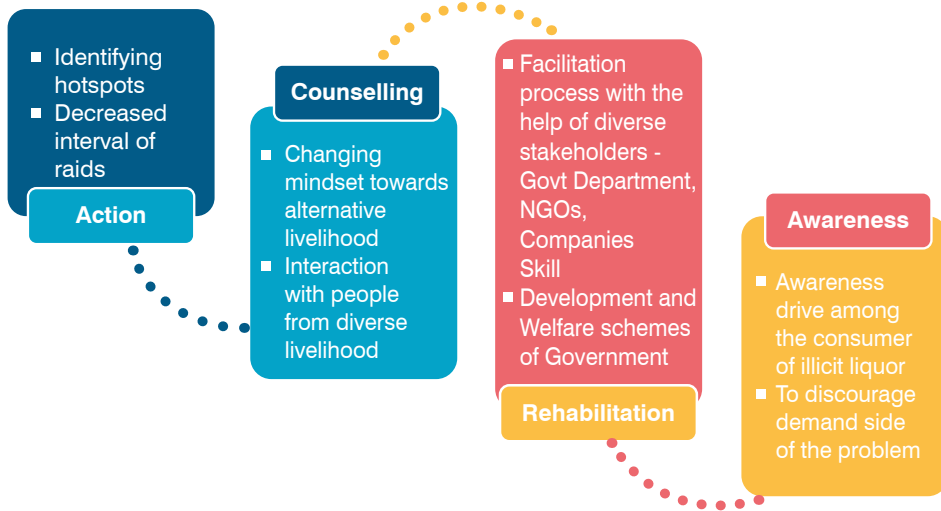
A) Regular and frequent action/raids

B) Counselling

C) Rehabilitation

D) Awareness among its addicts, an integrated approach to solving the problem of illicit liquor.

## Integrated approach of Operation Parivartan



The Police department spent considerable time in the planning of ‘Operation Parivartan and bringing clarity in the Police force towards the new approach through their training. Formal circulars were circulated to all the Police stations of Solapur Rural District for better clarity to the team involved in the initiative, which consisted of details of the initiative. Given below are the details:



### A) Regular and frequent Action/Raid

Firstly, 56 hotspots of manufacturing and 102 hotspots of the sale of illicit liquor were identified. These hotspots (locations) were distributed among Police officers

of the respective jurisdiction; dedicated responsibility was given to the concerned officer. The time interval between raids was reduced from 15 days to 3 days. This action of the Police made the business unprofitable for the people involved in the illicit liquor.



### B) Counselling of involved people

Previously, it was found out that only action (raid) couldn't solve the problem, therefore the Police made untiring efforts to change the mindset of the people towards alternative livelihood. The data of the people involved in the production, distribution and sale of this illicit liquor was collected.

The information forms contained basic information like family background, monthly income, education, skills etc. In this way data of 586 families was gathered, based on which the strategy of counselling was formed. Around 3000 counselling sessions were conducted with involved people and their families where they have been motivated to pursue an alternative livelihood by giving all the necessary information in presence of people from all walks of life, e.g. government officers, social workers, small vendors, entrepreneurs, skilled/semi-skilled/unskilled labours etc. The focus of counselling sessions was to change the mindset of people and build up trust among them.

### Classification of rehabilitated people

Category of alternative livelihood	Number of families rehabilitate
Embroidery Products	215
Private Company Job	153
Sewing Machine Operator	41
Agriculture	76
Skilled / semi - skilled / unskilled labour	77
Animal husbandry	69
Small Shops	83
<b>Total</b>	<b>714</b>

### Rehabilitation

Rehabilitation of families is a noteworthy and progressive step taken by the Solapur Rural Police. Instead of taking just taking actions and filing FIRs against people involved in illicit liquor, the Police went a step ahead thinking out of the box. Solapur Police could help 714 families in shifting to alternative livelihoods like grocery,

tea shops, food joints, unskilled/semi-skilled/skilled labour, agriculture or animal husbandry till today.



The project has brought a revival in the lives of these families by facilitating the ladies for stitching and embroidery training sessions and helping them with the new business. The stitching training was imparted to 41 women with the help of Udyog Mahamandal through MITCON. Out of which, 30 ladies decided to take up sewing as profession. Industrial sewing machines were made available to them through the loan from Lead Bank. Companies like Apex Garments and Jay Garments came forward to give them initial orders. The work place was made available through the CSR of Balaji mines. The women who used to do illicit liquor production were now busy with manufacturing shirts, school uniforms, aprons and several other products. They have proudly named their small unit as “Parivartan Udyog Samuh”.

The Success of Parivartan Udyog Samuh motivated the team of Solapur R. Police to take a further step. Banjara ladies have the skill of embroidery and they prepare their traditional costume. As it is regularly worn by only old ladies from the family or only on the festivals, it does not have market. After several discussions, the concept of the new

version of the old embroidery skill came up. The team decided to give the traditional weaving skills the modern outlook. KKSSP Pune made lot of efforts in this regard. Around 40 sessions of 2 hours each were conducted in various villages/Tandas and around 300 women were trained. On training, they were motivated to make products like embroidery sarees, blouses, jackets, kurtis, dupattas, cushion handworks, jewelleryes, decorative items, wall hangings, etc. The capital required for raw material was made



available through Government scheme called “Umeed”. An exhibition was arranged at Solapur R head quarter to introduce these products to the market. Going one step ahead, the team is now trying to provide online platforms for their products. Recently their products were introduced on

Flipkart with the brand name “Gormati Art”. At present 215 women are actively involved and are getting benefitted.

#### **D) Awareness among its addicts**

Awareness is the last component of the integrated approach. Awareness drives have been organised for the people who consume this illicit liquor to convince them not to consume this poisonous liquor. This was intended to reduce the demand side of the problem, by discussing the ill effects it has on the human brain and body.

#### **Impact of Integrated Approach**

Operation Parivartan has achieved a grand success with 75-80% decrease in the production of illicit liquor in the district by the end of August 2022. This is an unprecedented number for the administration of the district. More importantly, it also acted as a welfare and trust-building measure. People associated with the business of illicit liquor are historically marginalised people who belong to mostly nomadic or denotified communities carrying a social tag of the criminal community by the policy of the British. Bringing them into the mainstream of society and helping them to find an alternative livelihood ensured their physical and psychological detachment from their unwanted past. The Police were previously seen as hostile by these communities. The rehabilitation component of the initiative has changed their views about Police administration. The integrated approach of Action, Counselling, Rehabilitation and Awareness has made Operation Parivartan sustainable and effective.



## Key Benefits to Public and Government

- Operation Parivartan has achieved around 75-80% decrease in the production of illicit liquor in the district by the end of August 2022. This is an unprecedented number for the administration of the district
- This initiative has positively affected the proportion of incidents of crime, social tensions and domestic violence associated with illicit liquor.
- An important chunk of society which has been marginalized since historical time has come out of the vicious cycle of poverty and unwanted social image helping it to integrate into the mainstream of society through alternative, dignified and sustainable livelihood. Till date, a total of 714 families have been helped by Police to secure alternative, sustainable and dignified livelihood.
- It has positively altered the image of Police in the minds of the people from marginalized communities and helped them to build greater confidence which will lead to a larger positive impact in other parts of the state as well.
- On complete eradication of illicit liquor, the workload of the Police force got reduced as their time and energy was not getting invested in periodic raids on dens and it helped them to focus on other issues of law and order.

This has helped to improve public health, particularly of marginalized communities or low-income groups of society by reducing

the consumption of this hazardous liquor. It has prevented casualties happening due to the consumption of poisonous liquor. It has directly impacted the welfare and prospects of children and women of marginalized communities or low-income groups of society.

## Stakeholders of the Initiative

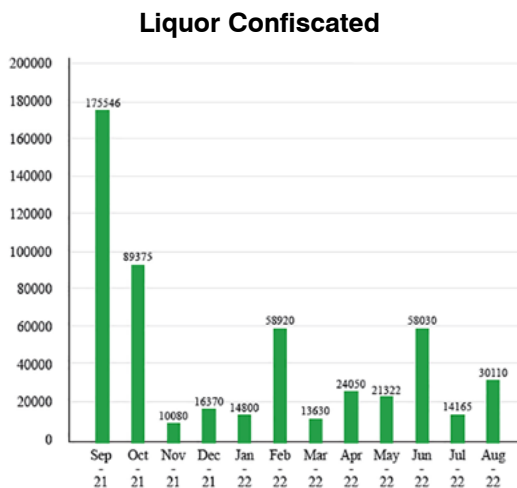
- People involved in the production of illicit liquor and their families
- People involved in the distribution of country liquor and their families
- People who used to sell the illicit country liquor
- People who used to consume this illicit liquor
- The Police force and other departments of government associated with the issue like Excise Department
- Different departments of government which are nodal agencies for various welfare schemes
- Teams of Counselors
- NGOs, Entrepreneurs and Bodies of Industry
- Media (Print and Electronic)

## Procedural/Administrative Legislative Changes

The problem of illicit liquor has been prevalent in Solapur before independence. Hence, action or raids by Police is not a new phenomenon. The uniqueness of the project found expression in the new mode of action and rehabilitation component. The integrated approach of action, counseling

and rehabilitation has helped to solve the problem on a sustainable basis. Following are the procedural changes or trajectory the initiative has adopted.

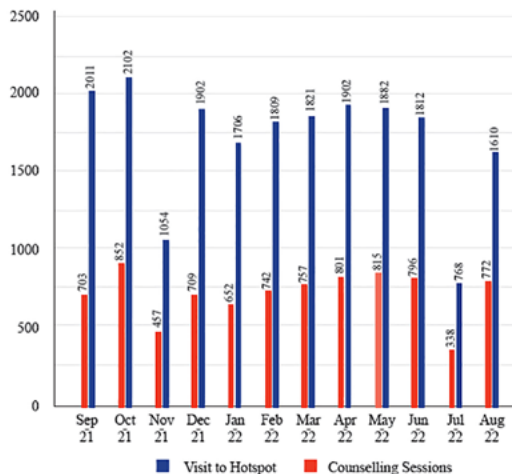
### Short Interval Raids



The number mentioned in the graph denotes the amount in rupees

It was observed that the interval of Police raids on such liquor dens was of 15-30 days on an average. The normal activation period set up of den is 1 or 2 days. Hence, a raid of Police after every 15 days was not an area of concern for the involved people. It was like 2 days of loss and 13 days of profit, keeping business profitable at large. When that fact was realized, the mode of operation was changed. The team planned and executed raids on dens every 3<sup>rd</sup> day throughout the district. The decreased interval of raids from 15 days to 3 days played a significant role and made it difficult for the people to settle down and run the business. Distortion of the business mechanism of profit and making business unprofitable was the bottom line of the procedural raids. The short interval raids helped to succeed.

### Counseling



The second step of the initiative was counseling. These people were involved in this business for many generations. Low literacy rate, meagre capital and negative social tag made it difficult for them to pursue an alternative livelihood. Hence, previously after the Police raid on dens, they used to indulge in business by restarting dens. Therefore, it was necessary to change their mindset to pursue an alternative livelihood. Counseling sessions helped in this direction to a great extent. Almost 21,502 counseling sessions have been conducted till date.

### Rehabilitation

It is the crucial and noteworthy procedural innovation in this initiative. Under “Operation Parivartan”, Police went out of the box and facilitated the rehabilitation options for the people, apart from raiding the dens. Till now, 714 families are rehabilitated by helping them find an alternative, sustainable and dignified livelihood. This is a noble factor of this initiative which has lauded by every individual of the society.





## Awareness

It is the last component of the initiative where Police have been working on the demand side. The awareness drives are being organised to discourage demand of this hazardous liquor. With the help of NGOs and media, awareness has been created among consumers of this liquor about the hazardous impact of this liquor on their physical, psychological health as well as their family.

## Current Status of the Initiative

- Total 56 hotspots of production and 102 hotspots of selling illicit country liquor were identified. These hotspots were allocated to Police teams of respective tehsils of the district. Raids on these hotspots were being made consistently after every three days since the first day of the project.

### Operation Parivartan - Identified hotspots

Police Stations	Manufacturing hotspots	Sale hotspots	Police Stations	Manufacturing hotspots	Sale hotspots
Solapur Tehsil	11	13	Kurduwadi	–	03
Mohol	02	02	Karkamb	02	01
Kamati	01	03	Sangola	06	07
Valsang	02	04	Akaluj	04	05
Akkalkot North	01	04	Malshiras	06	06
Akkalkot South	04	07	Natepute	03	04
Barshi Tehsil	02	05	Velapur	01	03
Vairag	01	05	Mandrup	–	13
Kanmala	04	06	Barshi City	–	01
Tembhumi	01	02	Pangri	–	02
Padharpur City	01	01	Madha	–	01
Pandharpur Tehsil	02	–	Mangalvedha	–	02
Pandharpur (R)	02	02	<b>Total</b>	<b>56</b>	<b>102</b>

- Total 802 cases were filed and 958 people were arrested under Operation Parivartan.
- Total 714 families have been rehabilitated in an alternative livelihood. The alternative livelihood consists of small grocery shops/ tea stalls/agriculture/ horticulture/unskilled jobs in an industrial set-up as well as ensuring basic income for dependent people like single women or old age parents through different welfare schemes of the government.
- A total 75-80% reduction has been



observed in the production of illicit country liquor till date.

### Financial Implications

- The project has not seen separate budgetary provisions on the part of the Police force.
- Raiding dens were a regular part of the duty of Police hence didn't require different allocations of budgetary provision.
- The Police force has been playing the role of facilitator in rehabilitation work. They have helped and guided people in settling in the alternative livelihood. This involved helping people to get small loans from banks or forming self-help groups as well as guiding them to become beneficiaries of different government schemes available for them. The Police force has taken the help of NGOs and entrepreneurs in the area for capacity building of unskilled youth as well as finding them appropriate jobs available in industries around them.

### Follow-up Initiatives

- The cycle of components of the initiative i.e. action, counseling and rehabilitation and awareness is still going on and will remain operational for a considerable time i.e. till the complete eradication of illicit liquor and till these people get settled well in the alternative livelihood.
- Solapur Police is attempting to bring more and more NGOs and

entrepreneurs to the table for the skill development of the youth and women of these communities to help secure jobs in their nearby areas.

- Solapur Police is attempting to collaborate with different educational institutes where children and youth from these communities can get quality education as well as vocational education.
- Solapur Rural Police team is trying to connect the ladies with embroidery skill with brands like Fab India etc. so that they keep getting work regularly.
- The team is attempting to make the online platforms available for the sale of products made by these ladies.

### Conclusion

The paper concludes that good intentions lead to good results. Operation Parivartan was started to bring the marginalized people with criminal tag into the main stream through different stages. The figures indicate that it has got clear results with the help of untiring and exceptional efforts of entire Police department. The project has proved that the Police department can bring revolution in the society. The Police force can also go beyond law and order and transform the lives of the people through such initiatives. The people involved in the illegal business are now actively involved in a legal one and this is the achievement of the epitomic "Operation Parivartan".

# RPF Security Management System: All India Networking in RPF



**Praveen Chandra Sinha, IRPFS\***

## **Abstract**

*Railway Security Management system (RSMS) is developed as a critical networking software for interlinking of RPF Thanas, divisional HQ, zonal HQ located across the country. It not only digitizes the registration and tracking of crimes like theft of railway property and passenger crimes but also ensures secure exchange of confidential information, real time situation monitoring, effective utilization of manpower and enhanced cooperation and coordination between field units. Therefore, it acts like a Management Information System interlinking all the aspects of working of Railway Protection Force. RSMS has modular architecture to handle the future requirements and complexities. Its Control room message (CRM) module facilitates the secure and instantaneous exchange of information about crime, intelligence, emergency situation etc. All intelligence messages can confidentially be exchanged through Special Intelligence Branch (SIB) Module. All Crime records and registers are also digitized for easy tracking, supervision and ease of working for RPF personnel through CRR Module. Further, All the crime data can easily be analyzed, presented and reconciled through the Monthly Crime Review (MCR) Module. Data security is also ensured through a centralized server managed by Centre for Railway Information Systems (CRIS). Dashboards were also developed for filed units, Zonal/Division HQ and Security Directorate level for ease of supervision and performance monitoring with facility to generate analytical reports in real time. Human resource development was also planned at national level through Training of Trainer courses, Self-learning modules adopting decentralized training sessions to operationalize the system at the field level. In Future, Networking of CCTV of RPF Thanas, RPF Cyber Cell Working, Integration with CCTNS, ICJS and E-Suvidha, inclusion of RPF Duty Management System module and are being planned to develop a holistic and integrated security management system for Indian Railways.*

**Keywords:** *Railway Security Management System (RSMS), Railway Protection Force, CRIS, Monthly Crime Review (MCR), Crime Records & Registers (CRR), Special Intelligence Branch (SIB) Module, Control Room Messaging (CRM).*

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### **Author's Introduction:**

\* IG-cum-Principal, Chief Security Commissioner, RPF, Western Railway, Hqrs, Churchgate, Mumbai.

## Introduction

Railway Protection Force is an Armed force under the Ministry of Railways with strength of about 75,000 thousand, of which 10% are women. Railway Protection Force working is synchronized with Zonal working of Indian Railways. Therefore, the RPF Thanas are spread through length and breadth of the country, including Jammu & Kashmir, North East Frontier and all Union Territories. There are **679** RPF Thanas all over India, **73** Divisional Headquarters headed by the rank of (SP/Sr.SPs), **17** Zonal Headquarters and **8** Production Units headed by IG-cum-PCSCs. RPF is entrusted with the task of ensuring the Security of Railway Property. With the amendment of the Railway Act, RP (UP) Act and RPF Act, the powers of RPF have been enhanced to provide security to the running trains, station areas, passenger, passenger areas and Railway premises. On an average, more than **three thousand** cases are registered daily all over India, under the Railway Act. More than **1380** trains are escorted by deploying more than **4500** staff.

About **20** RP (UP) Act cases are registered daily and prosecuted all over India. Thus, the collection of all crime data, analysis, monitoring and issue of instructions in the manual record system was very difficult. Therefore, it was proposed to develop and install software for networking of all RPF Thanas, Divisional headquarters, Zonal headquarters and Railway Board. CRIS developed the software in consultation with Security Directorate of Railway Board.

RSMS pilot project was sanctioned in 2010-11 and implemented over Central & Western Railway, Zonal Security Controls/ Indian Railway & Railway Board Security Control. The detailed estimate of Rs. 4.35 crore was sanctioned by Railway Board. MOU was signed between CRIS and CSC/NR on July 2011. Software was developed by CRIS, TSS-Terminal Sub-System (Computer/ UPS/ Printer) was supplied and installed by CRIS at nominated 187 pilot locations of Central Railway, Western Railway, Zonal Headquarters and Railway Board by June 2012.





The pilot locations were spread over Railway Board (4), Zonal Security Control Room (34), Divisional Security Control Room (22), RPF Thanas of Central Railway and Western Railway (127). The post of DIG/Projects was operated in Central Railway/ Mumbai to execute the Projects and staff attached.

### Brief Details of the Software

RSMS application software is developed to take care of not only the traditional crimes related to theft of Railway property but also the ones concerning security of passengers and passenger area and can even handle responsibilities expected in coming future. RSMS is a Management Information System software that is used to capture all the possible information related to crime. RSMS involves inter linking of all the levels of RPF working viz the Railway Board, the Zonal Railways, Divisions and Thanas.

The main modules of the software are as under:

**Control Room Messaging-** Enables instantaneous exchange of information, data, attachments (photos, videos) ONLINE between RPF Thana, Division, Zone & Railway Board. There are four heads-Emergency, Crime, Intelligence & General. It has all features of Email. Emergency head has CHAT facility. With this, Exchange of information on phone has been discontinued except in emergency. It enables saving of valuable time. Earlier, there was loss of time in getting information by phone which was then recorded in registers and in turn compiled and sent from Division to Zone and from Zone to Railway Board. Now messages received from the Thanas online are edited

in the system which is in turn forwarded to Zonal Headquarters. Zonal Headquarters, after necessary changes forwards the same to Railway Board. There has been immense saving of time, manpower & scriptory work. Railway Board is getting all reports from all Railways through RSMS, instead of earlier procedure by fax or by hand, thereby also saving manpower. This module has become the mainstay for exchanging letters and documents between Thanas, Divisions, Zones & Railway Board.

**Special Intelligence Branch** – This module facilitates exchange of Intelligence between SIB units of Division, Zone and Railway Board. All the Zonal Railways have started sending Daily Summary of Information /Forecast through SIB Module. Press clippings can be attached through hyperlink. Similar procedure as above is followed for all Intelligence reports. Instant transmission of messages has resulted in saving of time and prompt action in field, especially with reference to Bandh, Dharna and Agitation. The software gives reminders which are very helpful.

**Crime Records and Registers & Miscellaneous Crime Module** – This Module is related to Railway Property, Railway Act & Passenger Crimes. Automatic population of fields from CRM module is possible. Simultaneous updation of related registers is allowed. Registers have been made online. 100% data entry was achieved in 2014 from all pilot locations of Central Railway & Western Railway. Manual entries were stopped. Multivariant Search, Summary and Analysis of Crime trends even on daily basis are important features.

Online Back tracing and reconciliation can be done. At present all the registers have been made online. This has resulted in saving of manpower, saving in time by doing away with repeated entry in all registers manually and instant availability of crime data for analysis and suitable specific action. Entry of crime data made in one registers immediately populates the relevant columns of all registers in the software. As a result, there is saving of time and authentic data is available online. Also there is saving of paper and scriptory work, thereby releasing manpower which are deployed for other duties. The data is available for scrutiny and perusal by senior officers immediately.

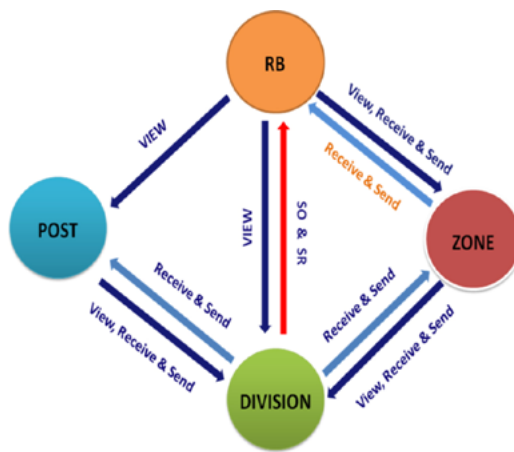
The registers of CRR module were made online. Presently, in all registers, online entries are made, printouts taken and pasted in relevant registers authenticated by Incharge Inspectors Signature. Manual entries in these registers have been stopped completely.

**Monthly Crime Review** – Through this reports generating module trends and pattern of crime can be analysed and presented. Analysed data is available for decision making on even daily/weekly/ fortnightly basis at Thana, Zone and Railway Board level. Search facility is available. The Monthly crime review is being generated online.

Earlier the post writer and crime cell staff of Sr.DSC/DSC office had to compile and calculate manually. The MCR is now generated immediately through MCR module on the basis of data entered at posts, giving all details in desired formats. The crime data is available with the Thana

Inspector and Sr.DSC & PCSC for daily / weekly/fortnightly comparison in registers. Thus they do not have to wait till month-end for comparative performance and can easily issue suitable direction as and when desired. As crime record is available online, the daily report of Division & Zone can be seen online without printing paper. Built in powerful search enables easy tracking of cases. This reduces administrative time cost and manpower in case tracking. Transfer of cases can be monitored closely without the need for lengthy meetings. Dashboard has been made available in Software which permits analyzed data in desired formats.

### FLOW OF INFORMATION IN RSMS



### Implementation

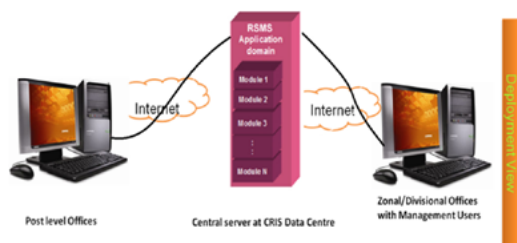
#### 1. Connectivity

Immediate problem faced was that of ensuring continuous connectivity at all locations. As per sanctioned estimate, data card was to be used for Internet connectivity. However, it was soon realised that continuous, secure, dedicated channels were required. Project office staff going for

weekly visits to locations confirmed the drop in connectivity and problem of slow speed.

Therefore Zonal Railways were approached to extend Railnet connectivity to RPF locations. This took some time but was provided to all the pilot locations of CR, WR to access RPF Security Management System.

To have All India secure, continuous, dedicated connectivity, it was proposed to obtain dedicated bandwidth from Railtel.



## 2. DIG/RPF/Projects office

A. The program software and its implementation were regularly monitored by DIG/Projects and staff at Mumbai. The following works were performed by the DIG/Projects office.

- Visit pilot locations, give hands-on practice and brief post staff on various aspects of software, clarifying their doubts and getting project feedback.
- Online monitoring the progress of data entry in various registers of modules and advising locations accordingly.
- Troubleshooting on telephone of the problems encountered by pilot location staff related to modules/software.

- Train pilot locations staff in in-house training at DIG/Projects office.



- Guide the Nodal officers of Zone/ Divisions in proper monitoring of Project implementation independently.
- Visit Zonal Railways, conduct Seminars and train staff in RSMS.
- Coordinate with CRIS, New Delhi for project implementation and software improvement based on feedback received from pilot locations.
- Contact all pilot locations over Indian Railway to check performance of hardware (T.S.S.- Computer, UPS & Printer).
- Monitor progress of internet connectivity at all pilot locations. Co-ordinate with Telecom Department of Indian Railways for providing regular, un-interrupted, good speed of Railnet, Internet.
- Liaison and close coordination with office of PCSCs Indian Railways and Railway Board Security Control, with respect to project implementation and trouble shooting.

### 3. All India Training



Training programme was started initially at major Zonal Training Centers and Academy i.e. JR/RPF Academy Lucknow and ZTCs– Kharagpur (SER), Valsad (WR) and Moula-Ali (SCR). Officers/Staff of Zonal Railways were directed to these Zonal Training Centers for training in the software. Railway Board issued orders to include RSMS Training in all initial courses of Constable recruits, Sub-Inspector cadets & ASC Probationers. Railway Board has also directed to include RSMS training in all refresher/capsule courses. About 9000 staff/officers were trained in RSMS software at different ZTC over India. Over 1550 staff of Central Railway and 1900 staff of Western Railway were trained in the software.

### 4. Role of CRIS

CRIS has played vital role in project implementation.

**1.1 Training of trainers at CRIS-** This was meant for the trainers/first time users/supervisors in order to impart a deep understanding and operation learning of the system in them, which may get replicated by the learners at the field

locations. The CRIS team visited all the pilot Divisions and trained the staff. Clarity session-cum-seminar at Mumbai for officers and staff of Central Railway and Western Railway was conducted. Video training CD was developed and circulated to Zonal Training Centre which has audio video interface for the users for effective training of staff.

**1.2 Constant update-** RSMS application has been continuously upgraded with new features based on the inputs gathered from issues raised by actual users through Helpdesk Requests, Feedback received from the DIG/Projects office, while interacting with the actual users and suggestions received from users in the various trainings sessions conducted by CRIS. The software has been made user-friendly. Over 400 modifications were carried out in various modules.

**1.3 Data back-Up-** RSMS application is running using DB2 as database system software and as per the RSMS application deployment. The RSMS database is commissioned on two servers in cluster environment using Active-passive clustering mode to avoid single point of failure. The data is stored on Storage Area Network (SAN) through redundant Fibre Channels and controllers. Regular backup of the database is being taken using Tivoli Storage Manager (TSM) as backup software on tape drives through LTO. A total of 20 tapes, each having storage capacity of 1.4 TB are being used for





taking backups. Backup is taken as per the pre-decided frequency. Access which was limited to Internet Explorer was made available for all browsers- Mozilla/Chrome etc.

**1.4** An important feature for ability to use Hindi in CRM module has been provided for the users who are using Hindi, especially for North Indian Railways. This was developed by CRIS. Kruti-dev to Unicode Converter to convert the text for the users using Krutidev font of Hindi language are provided at the home page by CRIS.

- Supply & installation-Coordination with CRIS and HCL for maintenance was ensured.
- Internet Connection/Speed-Railnet was extended to all locations by Telecom department of Railways in Central Railway and Western Railway.
- Co-ordination with the users-Nodal team was setup over Zonal and Divisional level. Regular meetings and seminars were organized.
- Users IDs - 1980 user IDs were created and usages monitored by DIG/Projects office and CRIS using Computer output, phones, direct contract and Helpdesk module.
- As reported by projects office staff returning from visits to locations, it was realized that the staff actually handling the entries were not confident, and had not

been directed for training. The following shortcomings were noticed and corrected by diligent handholding by projects office staff on regular visits:

- Initially Inspectors and staff of posts were cynical about success of \*RSMS project\* as they were unaware of its benefits.
- Staff usually were fearful of making wrong data entry. So they were taught by handholding to type their data in word file and copy from word and paste it into CRM or CRR module.
- They were also taught to draw underscore line in user id, attach file. Control room staff were trained how to make group recipient from master form.
- Most of the staff feared about last date entry i.e. 28/30/31 and change in registration date. They were trained about the procedure of change of date.
- Staff was not confident about making messages and feared making double entries. With personalised training they gained confidence. In Railway Act for same type of railway act case they were to use copy option to reduce effort of large numbers of entry.



- They were trained to enter Railway Act cases and to take prints from software of complaint to put up before Hon'ble court.
- Untrained and trained staff were found using General Message category for sending all type of Crime, Intelligence message in Control Room Messaging module so that DSCR and ZSCR could not generate Daily Report through CRM Module. They were trained to use specific category of messaging module.
- Staff was trained to send message duly filling up all red mark mandatory buttons.
- Staff was trained to stop using practice user ID for actual entry of data and transmission.
- They faced problem in typing message in English not knowing how to use Krutidev Hindi language facility. This was explained to them in regular visit to post.
- To resolve the problems at post level frequent visits to Pilot locations was made for-
  - a. Data feeding
  - b. Hands on practice
  - c. Collect feedback from ground level Close monitoring
- Staff had to be trained to avoid making duplicate entries in CRM and CRR modules explaining how automatic population of data took place.
- Staff had to be trained to make entry of RP (UP) in RSMS and in register at post. They were trained that every entry should be done online, and to close all the registered entry. While doing entry online, they were trained to get updates of sending summons to accused and there will be no need to check register.
- It was explained to them that if accused is not known in RP (UP) case then do not write any other name because it is not editable, so leave as unknown person and in future accused name can be added.
- DIG/Projects team conducted one day seminars on RSMS at Maula Ali/HYB and JR Academy LKO for 434 SI cadets in July-August 2014. Projects team visited 38 training centers all over India & conducted one day seminar on RSMS for over 16000 Constable recruits in March-April-2015. Effective

trouble shooting was done through helpdesk.

In the light of feedback received from projects office staff visits to locations, it was realized that what was required was making office writers confident by handholding, winning them over, explaining the advantages of adopting this technology and instilling faith in the hearts of staff in far flung locations that RSMS was beneficial and useful. The normal thought process in forces of issuing force orders and forcing staff to comply would not work. It was therefore decided to start intensive in house training in DIG Projects office for all office writers and inspectors of CR, WR posts.

### 5. In-House Training

In house familiarization/Training programme for CRM, SIB, CRR, MC & MCR Modules were being continued at DIG/RPF/Project office regularly. Officers/staff of Central Railways & Western Railway and Indian Railway attended the training. During these sessions, staff were trained, their doubts cleared, hands-on practice given and feedback taken on how to make software more user friendly. As a result, software witnessed over 400 changes. Constant interaction with pilot location staff has helped in acceptability of the project by staff of all ranks. This has facilitated the implementation of the projects.



### 6. Modular Implementation

Realising the difficulties in implementing the project spread over length and breadth of the country, it was decided to go for module by module implementation. Once the first module was stabilised the second module was opened and so on. Initially CRM was implemented, in phases. First Zonal Security Control Room, Divisional Security Control Room then Thana level and then SIB working. For CRR, register by register implementation was done.

For proper monitoring online sheets were designed in project office and allotted to staff to fill through software and or manually. Based on the assessment of entries, visits to locations was planned, handholding done at locations, thereby instilling confidence in the hearts of the office writers.

Different sheets were designed for CRM, SIB, CRR registers which were both manually fed and also updated through software. This made identification of locations lagging easy. Accordingly visits to pilot locations were planned for each week by DIG project staff.

MCR module was implemented register by register. MCR was generated online from



CR & WR and 100% entry was ensured in all registers and orders were issued to stop manual entry and paste printed sheets in the post level registers. Regular reconciliation meetings were organised in Hqrs and Divisions to reconcile the manual MCR and online MCR data. Manual MCR was stopped and only online MCR was received from Post to Division and Division to Zone and Zone to Rly Board from CR & WR.

### 7. No Going Back

Rule of “no going back” was strictly enforced. Thus, once the module/register was stabilised, entries were made smoothly over a period of two months, specific order was issued by Director General/RPF that no manual entries were to be made in the registers. To facilitate post working, orders were issued to take printout of RSMS entry and paste in register duly putting stamp and signature of post Incharges, as manual record. By doing so complaint of office writers of double work was addressed and at the same time it was ensured that staff could not go back to making manual entries. As a precaution, CRIS was advised to take backup of all data of CR, WR on a regular basis.

Throughout the process of implementation, it was felt that use of force will not help, as genuine problems were being faced by staff related to understanding the software, slow speed, fear of making wrong entry and others. Hence, project office staff was directed every week to specific locations for hand holding and making office writers and Inspectors confident.

Over all, it was felt that it was more an

exercise in human resource management then implementing orders forcibly.

As a result, the pilot project could be implemented successfully in about 2 years and sanction for All India rollout of project costing about 20 Crores was obtained. The same is under implementation.

### 8. Benefits

- Instantaneous transmission of messages from Post to Division to Zone to Railway Board.
- Software generated analytical reports in desired formats available even daily.
- Saving of manpower in sending DAK to Divisional, Zonal and Board offices.
- Easy exchange of crime data and modus operandi between Posts, Divisions, Zones and Railway Board.
- Saving in scriptory work in posts due to simultaneous population of data in crime registers, no manual entry in registers (print outs pasted).
- Footage/photos of crime and dossiers can be uploaded and shared for early detection of crimes over Indian Railway.
- Dossier of criminals can be shared online for surveillance/arrest of the criminals and early passenger and Railway material crime detection.
- Details of criminals on running train can be forwarded to next enroute station for quick action and apprehension of criminals.
- In case of drugging, bag lifting, modus



operandi can be shared immediately for early detection throughout Indian Railways.

- Quick response on intelligence reports like Bandh, agitation, natural calamities leading to passenger satisfaction.
- Details of missing person can be shared online for informing passenger/public over Indian Railway.
- RTI queries can be replied immediately by online collection of reply.
- Emergency blood donation by RPF staff at accident spot can be organized by conveying details online to nearby post/division.
- Details of Parliament question can be conveyed immediately for compliance to Railway board, Parliament.
- Dashboard provided is used for immediate analytical reports.

## 9. Future Road Map-Use of Technology in Railway Security

**(a) ICJS and CCTNS:** Access to the database of criminals of Railway offences has been provided. Features in details using the database with matching technology like FRS for creation of a digital perimeter over Indian Railways; Paperless management of cases; real time information on habitual offenders; JC/Bail status; speedy delivery of justice; reduction in pending trial cases; criminal profiling; nationwide database for identification of repeated offenders in various geographies and of various crimes who also commit crimes in Indian Railway.

CCTNS is Central Mission Mode Project

under the National e-Governance Plan (NeGP). This provides access to information for investigation, crime prevention, maintenance of law and order and helps to increase operational efficiency of the end user i.e., Police and Citizen. Creation of a real time information sharing platform for Police and allied agencies all over India. Improved service delivery to public/citizen. This access has been given to RPF also which is being used extensively.

**(b) RPF Helpline-182-** This is an All India Helpline-182. Passengers can dial and report grievance, any time. These calls are redirected to the nearest RPF Control Room where suitable action is taken to attend the passenger in train or station by nearest staff on duty and assist them suitably.

**(c) Railway Barrack Management System-** has been implemented all over India in which details of Barracks are being entered including facilities, construction stations, utilization. Uploading of grievance of staff which can be assessed by everyone and necessary action taken.

**(d) Prabal** – In view of the complaint against touts regarding charging premium from innocent passengers due to gap in demand & supply, RPF conducted simultaneous raids by analyzing PRABAL data (Passengers Records Analysis against Burglary, Touting and Loss of Articles) to curb touting activities by unscrupulous elements. It is very useful to detect criminals involved in passenger's belongings theft. Many softwares have been busted and criminal gangs caught.

**(e) Cyber cell** - As per the guidelines &



directions issued by Railway Board. All Zonal Railway established Zonal Cyber Cell. This special team deals with collection of suspected data and analyzing of data and seized property by using specific Hardware/ Software, like Tableau Duplicator, Magnet Axiom forensic tool, Kinesense video analytical tool, Elcom soft Password recovery tool, I-GATE, PRABAL etc. Cyber Cell uses these hardware/software to extract/acquire data from seized Laptop/Desktop and generates reports to assist enquiry officer of case. These reports are used by enquiry officer as digital evidence during trial of a case in court. Cyber Cell keeps an eagle eye on social medial platforms, on which touting case related activities are done.

Other security application shall also be extended in RPF working in all over India, in phased manner. It is therefore, necessary that the networking of RPF posts may be strengthened.

**(f) CCTV networking RPF Thanas-** are being strengthened by provision of CCTV cameras under Integrated Security System. CCTV coverage of major stations have been provided at select 202 of major stations all over India. Further, proliferation is being done in almost all the stations under Nirbhaya scheme all over India, which will have CCTV footage, video and recording for further action. CCTV footage is also transmitted to Zonal Headquarters and Railway Board using RSMS.

**(g) E-Beat Patrol Monitoring System -** During implementation of pilot project and extension to Zonal/Divisional controls, it has been seen that connectivity failure is a regular feature in Railnet due to common

network for internet, intranet on Railtel and divisional infrastructure. The reliability is affected as well as bandwidth availability diminishes due to shared channels. This is hampering the day-to-day working of posts since introduction of online RSMS.

**(h) E-Suvidha-** First started in 2018 wherein all personal data of staff are entered and further details of leave, increment, APAR, punishment are also entered in details. This enables easy access to all personal details by staff at different locations and they can see their personal file at any time.

Other technology features being utilised are CBRN Security , Rail Suraksha , RBMS, Real Time Crime Information System, Integrated Security Management, Crime Multi Agency Centre , Cyber Training platform , Centralised Command and Control Centre.

## Conclusion

With terrorist organisations operations across the globe for fulfilling various motives, it becomes imperative for security agencies to keep pace with the paradigm shift in crime pattern. Railways are a very soft target for terrorists and anti-social elements. Hence, apart from logistics and manpower, effective, secure, dedicated and 24x7 communication is significant. This is pertinent in view of all crime data being made online in RSMS. In this situation, a continuous communication is essential for transmitting information and receiving instructions in time without any break.

It is important that we have a continuous, assured and secured integrated RPF Security network with internet access



for all throughout India for successful implementation of the All India RSMS project with separate channel which is reliable, dedicated and has proper speed.

1. Further as directed by Railway Board, the CCTV footage recorded in passenger trains shall be uploaded through RSMS for viewing by all concerned.
2. The consolidated report and access of helpline data shall also use the RSMS network.
3. MHA has implemented Helpline 112 on the lines of 911 of USA for security throughout India. Information from passengers will be received in the form of calls, Emails, help app, SMS, VOIP, emergency button, for which RSMS network has to be strengthened as RPF shall be handling the matters related for Railway passenger security.
4. All Information/recordings of Integrated Security System will be transmitted using RSMS network.
5. Instant uploading of videos from crime/ accident spots shall use RSMS.

Considering the sensitive nature of working and future expansion with respect to usage of RSMS network for, Crime data transactions, CCTVs data transmission, helpline data storage/usage, extension of 112 All India Police Helpline to Railways and any other network related requirement for which security department will be responsible. A robust & secure network dedicated purely for security department is required. Under the circumstances it is proposed to obtain allotment of 10 Mbps (E-J) & multiples

thereof for better bandwidth performance with diversity of agency throughout India at all locations, Railtel may be requested to allot dedicated bandwidth 10 Mbps/ 20Mbps/40Mbps for Divisional/ Zonal /RB for use of Security department throughout India. The proposed scheme should be implemented on non-MPLS dedicated channels with projection path on alternate route as well as service provider MTNL/ BSNL at least at the final node/Thanas.

In view of all India spread, networking by RSMS has been found to be very effective and useful. The communication channel needs to be upgraded to handle all future, technology and ensure, fast, reliable and dedicated communication between Thanas, Divisional Headquarters, Zonal Headquarter and Railway Board.

# A New Perspective on Sexual Murderers



Pankaj Choubey\*  
Prof. (Dr.) Mamta Patel\*\*

## Abstract

*An offender's intentional or circumstantial killing of a victim during a sexual act is known as sexual murder. Sexual murder results from one person killing another in the context of power, control, sexuality, and aggressive brutality. **This research work was conducted on 400 convicted rapists in all central prisons of Madhya Pradesh.** Out of these, 49 cases were found to have committed twin crimes, i.e. rape along with murder. This study aims to know about the victim-offender relationship of offenders and understand patterns of killing victims by the offenders. The samples were chosen with the help of the purposive sampling method. The findings indicate that 12.25% of respondents who raped and murdered the victim did not choose the age of the victim for the purpose of the crime. This crime was committed due to circumstantial situations and a lack of control over mental impulses for the fulfilment of sexual desire.*

**Keywords:** Rape, murder, victim, offender.

## Introduction

Sexual homicide is a rare event that represents only a very small proportion of violent crimes (Chopin & Beauregard, 2019). Sexual homicides have the distinct ability to provoke fear in the community. Sexual homicides receive widespread and intense media exposure because media usually focuses on the most extreme forms of crimes. This increased attention contributes to the culture of fear that surrounds these

acts (Beauregard & Martineau, 2015). It's difficult to estimate the number of sexual murders that occur each year. It's because, in the previous era, whenever a sexual offence occurs in the presence of either murder, the charge of murder has always been enforced. As forensic evidence suggested, when sex offences were committed, a victim was found with clothing removed, exposing sexual parts of the body, bite marks to the breasts, bruising

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to the genital area, insertion of objects into body cavities, evidence of oral, anal, and/or vaginal intercourse, and/or evidence of sadistic interest, including the person being bound and gagged (Milsom 2003). Burgess and her colleagues (1986) offered an initial comprehensive definition of sexual homicide. They maintained that sexual homicides “result from one person killing another in the context of power, control, sexuality, and aggressive brutality”. According to Langevin’s (2003) findings, sexual murderers begin their criminal careers at an early age, seem to be troubled children e.g., were kept in reform school, are participants of criminal groups, are deliberately cruel towards animals, burn things, have early symptoms of cognitive difficulties and cognitive impairment, and have alcohol and substance abuse issues.

According to National Crime Records Bureau 2020, data on the victim-offender relationships shows that (Sec. 376 IPC) the cases of offenders known to the victims are given 26,808. These cases include; family members (2,502), family friends, neighbors, employer or other known persons (10,751), friends online or live-in partners on the pretext of marriage, separated husband (13,555), furthermore, facts in which offenders unknown to the victims either not identified were 1,238. Under the POCSO Act, 2012, the offender’s relation to the child sufferers, (Sec. 4&6) where victims were known by offenders are 26,934, which includes; family members (2,556), family friends, neighbors, employer or other known persons (11,272), friends online or live-in partners on the pretext of marriage,

separated husband (13,106) and cases in which offenders unknown to the victim or not identified were 1,131 (Crime in India, 2020).

### Typology of Rapist

According to Groth et al. (1977), the authors divided rape into two motivational categories: Power rape and anger rape. They identified six subcategories as follows: Power- assertive rapist, Power- reassurance rapist, Anger-retaliation rapist, Anger excitation rapist, Opportunistic rapist, Gang rapist.

**Power- assertive rapist:** commits rape for the purpose of expressing his virility, mastery, and dominance. This type of rapist feels entitled to take it from his victims and uses sexual domination to keep his victims, usually women in line.

**Power- reassurance rapist:** commits rape in an effort to dispel doubts about his sexual adequacy and masculinity by gaining total control of his victims and rendering them helpless, so they cannot resist him.

**Anger- retaliation rapist:** commits rape for the purpose of expressing his hostility and rage toward women. This rapist’s primary motive is revenge and he seeks to achieve it by degrading and humiliating the victims.

**Anger excitation rapist:** commits rape for the purpose of deriving pleasure, thrills, and excitement from observing the suffering of his victim. This type of rapist experiences sadistic urges and therefore seeks to punish, hurt and torture his victim.

**Opportunistic rapist:** commits rape for the opportunity, the opportunistic rapist



is an impulse offender, the opportunistic rapist may be the only rapist whose primary motivation for assaulting a woman is sexual in nature.

**Gang rapist:** commits rape in one of the most frightening situations for a victim as the victim is attacked by a group of males (three or more) who are operating with a pack mentality. Each offender is trying to prove himself in some manner to others and subsequently, the victims may be permanently traumatized due to such act.

## REVIEW OF LITERATURE

**James's study** is based on a sample of 772 cases of extra familial strangers or acquaintances. Sexual homicide had 412 cases from France and 350 from Canada. His main findings revealed that both French and Canadian offenders consumed alcohol but that drug addiction was significantly more frequent among Canadian offenders. This difference was explained by the fact that drugs are more accessible in Canada as compared with France (**James et al., 2018**). **Grubin's (1994)** study compared twenty-one men who murdered women in the course of a sexual attack and 121 men convicted of rape were interviewed in six prisons. Most individuals who murdered were most easily identified by their endurance of privacy or lack of heterosexual connections. **Prentky and his colleagues (1989)**, worked on killers and found that 23% of 17 non-serial sexual killers and 86% of 25 serial killers were engaged in violent fantasies. Moreover, in reported empirical studies, sexually violent desires were frequently recognized as one of the outcomes of developmental abnormalities among offenders. **Meloy,**

**Gacono, and Kenney (1994)** reported that 89 percent of 18 sexual homicides had some form of dysfunctional attaching or relationship disorders from early childhood in their study of sexual homicides. Their findings suggested that some of the men who experienced poor bonding from their caregivers craved attachment.

In **Langevin's (2003)** study, Thirty-three sexual murderers were correlated to 80 overtly sexual, 23 sadists, and 611 common sexual offenders on sexuality habits and preferences, drug abuse crime, aggression, psychiatric illness, attitude, and severe attitude neurological, or hormone abnormalities. As per the findings, more attention should be made on studying juvenile sex offenders and conduct disordered youngsters, which could aid in the identification of potential sex murders. **Beauregard and colleagues (2007)** analyzed a group of sexual murders of adult women ( $n = 66$ ) to a group of sexual murderers of children ( $n = 11$ ) on developmental, pre-crime, crime, and post crime characteristics. Their research also revealed that sexual murderers of children are more likely than sexual murderers of women to use pornographic content before the crime, have contact with the victim earlier to the crime, and commit a crime characterized by criminal intent, strangling, hiding the victim, and mutilation.

## OBJECTIVES

1. To know about the victim-offender relationship of the offenders.
2. To understand the patterns of the killing of victims by the offenders.

## Research Methodology

The 400 convicted samples were taken from eleven central prisons of Madhya Pradesh for the study of convicted rapists. Out of these samples, 49 cases were found who have committed twin crimes i.e. rape with murder. The method of purposive sampling has been used for the collection of data. The information was gathered using an interview schedule along with a psychological scale. Before the interview, interview schedule was pre-tested and standardized. Then, the SPSS software was used to analyze data. The results are represented using frequency statistics analyses in tabular form and a diagram.

## Result and Discussion

### Personal information

According to the findings, 75.5% of the respondents were from rural areas, while the rest were from urban area. The responders' families are more likely; 67.3% lived in joint families and 32.7% inside nuclear families. Also, on the grounds of marital status, whereas half of (53.1%) of the respondents were unmarried and 38.8% were married, followed by 8.2% who the separated. All categories show similar crime rate ratios. In a caste system based comparison, 34.7% of respondents came from other backward groups, 22.4% belong from the general category, 12.2% belong from the scheduled caste category, and 30.6% of respondents belong from the scheduled tribes' category. Of the religions, 93.9% of the respondents reported being Hindus, with the followed by Muslims, Sikhs, and others. 63.3% of respondents reported being literate in relation to educational qualifications.

**Diagram 1: Age of the offender and Victim in the time of Crime**

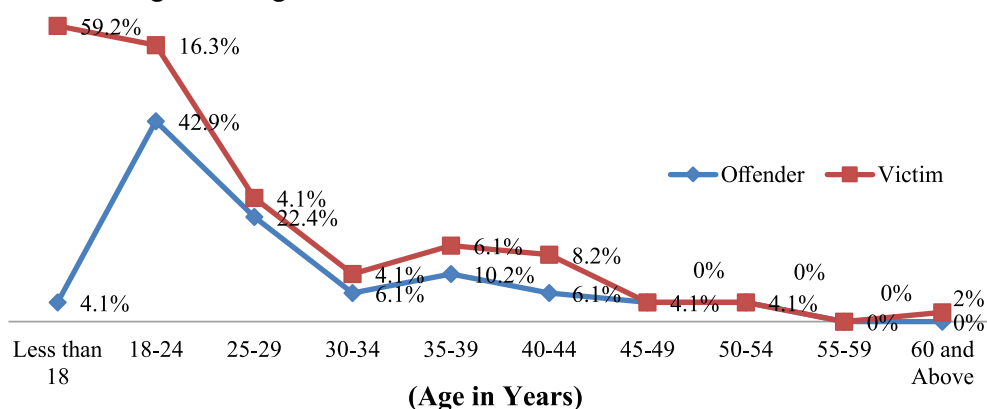


Diagram number 1 shows that 4.1% of offenders were below 18. All were produced before Juvenile Justice Board for a trial of criminal proceedings. 65.3% of the respondents belonged to the age group of 18 to 30. Sexual attraction, sexual desire,

illiteracy, unemployment, loneliness creates a mental impulse to make the criminal environment fulfil excessive sexual desires. Victim's age is a relevant variable of any research study, in which it was found that the 59.2%, of the victims were less than 18

years of age and 2% cases were from the 60 years and above of age. While comparing victims' age with offenders at that time of

offence commitment, children were higher than adult victims

**Diagram 2: Offenders marital status and age of the Victims**

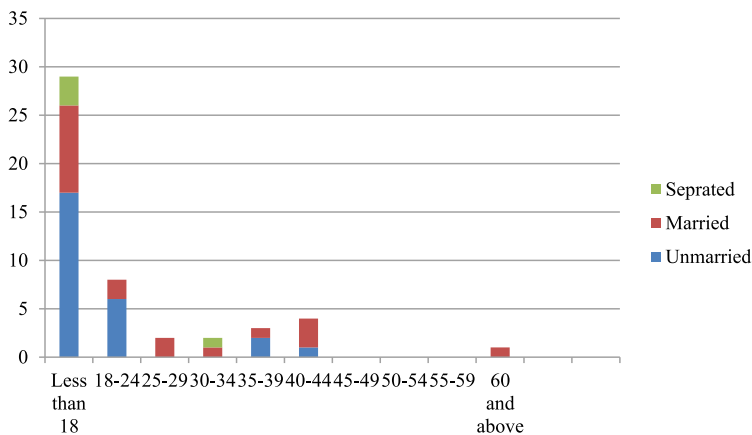
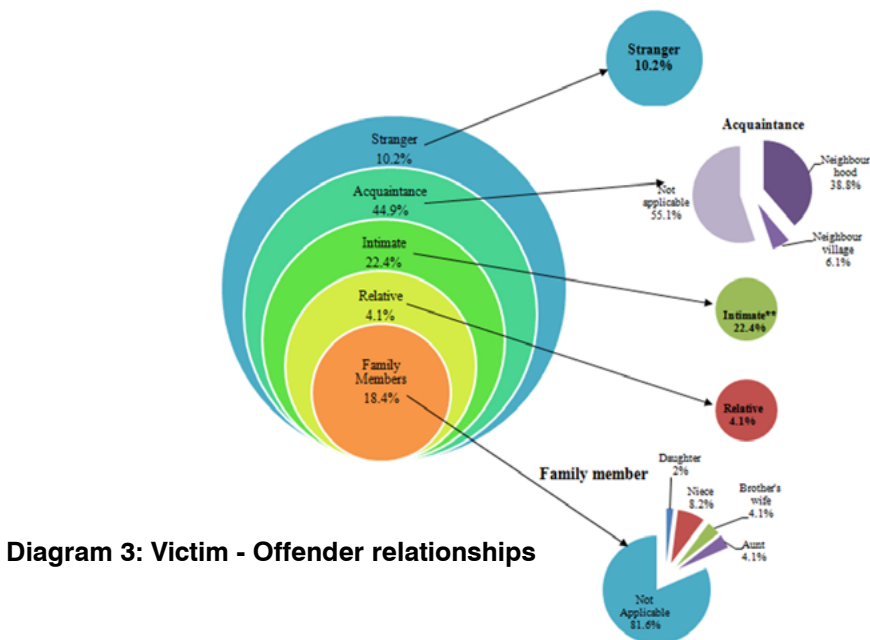


Diagram 2 shows how victims are targeted on grounds of marital status. In most cases, it is found that unmarried youth are involved in this crime. On the basis of the findings obtained in the study, primarily girls less than 18 years of age are victimized by unmarried,

married, and separated respondents to fulfil their unsatisfied sexual desires. Unmarried, married, and separated offenders exploited minor girls and killed them in the same proportion. The 8.2% of respondents committed after separation from their wives.



**Diagram 3: Victim - Offender relationships**

Diagram 3 reveals the relationship between the offenders and victims. In this study, five categories were formed to understand the relationship. The first category consists of family members (18.4%) where daughter was 2%, niece was 8.2%, brother's wife was 4.1% and aunt was 4.1%. The second category consisted of relatives (4.1%). The third category consisted of Intimate Partner (22.4%). The fourth category consisted of

victims who were known to the offenders in one way or another. Here, neighbor was 38.8% and the neighbor's village was 6.1%. Finally, the fifth category consisted of those who were strangers to the offenders. After analysis, the study found that in most cases the offender had known the victim for a long time and or was in a relationship with the victim. According to the study, 80.8% of victims were known to the offenders.

**Table 2: Way of Killing of the Victims**

Way of Killing Offender's home	Place of committed Crime						Total
	Field / Farm	Deserted Place	Victim's home	Rented House	Outside area		
Strangulated	16.3%	10.2%	10.2%	0%	4.2%	4.0%	44.9%
Crushed by Stone	2.0%	4.08%	8.16%	0%	0%	2.0%	16.3%
Killed by axe	0%	0%	2.0%	0%	0%	0%	2.0%
Killed by Knife	0%	0%	4.1%	0%	0%	2.0%	6.1%
Thrown in river	2.0%	0%	6.1%	0%	0%	4.8%	12.2%
Hanged by Rope	6.1%	0%	4.08%	0%	2.0%	0%	12.2%
Burned by kerosene	2.0%	0%	0%	2.0%	2.0%	0%	6.1%
Total	28.6%	14.3%	34.7%	2.0%	8.2%	12.2%	100

Table 2, probes places where the victims were sexually abused, and later murdered by the offenders. The highest no. victims were murdered after sexual violence by strangulation (44.9%). 16.3% of the victims were crushed by stone, 2% with an axe, 6.1% with a knife, 12.2% were thrown in the river, 12.2% were hanged and 6.1% were burnt by kerosene.

**Diagram 4: Pre-crime phase Factors for Criminality**

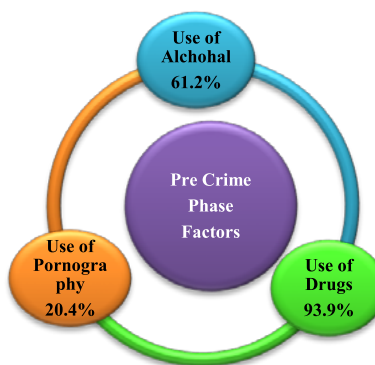
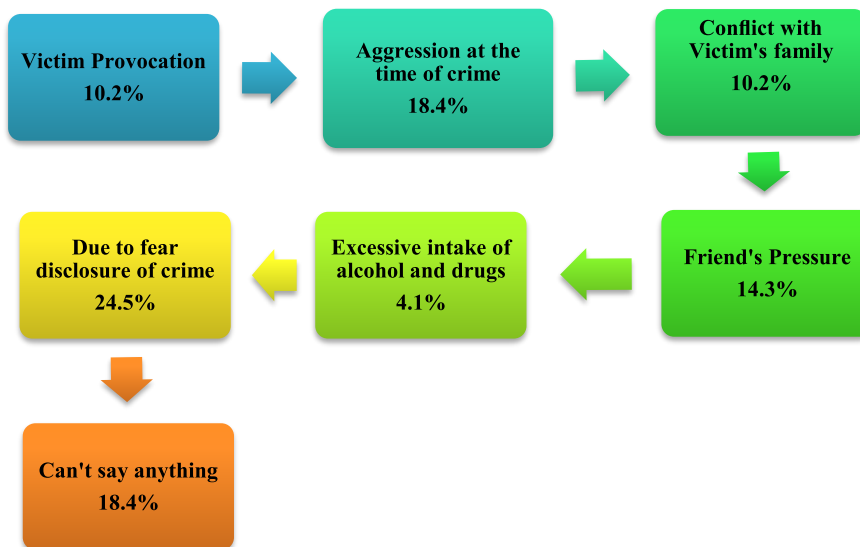


Diagram 4 shows that pre-crime factors are responsible for occurrence of any crime. Circumstantial situations are the only basis for crime commission. It was found that 61.2% of the respondents used to consume alcohol continuously, and 20.4% of the offenders used pornography before

committing the crime. In addition, 93.9% of the respondents took tobacco, ganja, charas, or other intoxicants in their everyday lives. In most of the cases, it has been found that during the commission of the crime, as told by the offenders, they were under the influence of alcohol or any other intoxicant.

**Diagram 5: Post Crime Phase Factors for killing the Victim**



Offenders said their intention was not to kill the victims but the circumstances compelled them to do so. Based on the evidence presented by the victim's family, it has been found that 24.5% of respondents committed murder due to the fear that their crime may get exposed. In addition, 10.2% respondents killed the victim due to instigation by them, 10.2% respondents killed the victim due to dispute with the victim's family, 4.1% respondents killed the victim due to excessive alcohol or drug intake, 18.4% respondents killed the victim due to anger, 14.3% because of peer pressure and 18.4% of the offenders had refused to disclose any facts about the rape.

### Conclusion

Behavioral change is the process of change in the attitude of the offender that starts to manifest naturally after a period of time. The study found that the respondents who raped and murdered the victim did not choose the age of the victim for the purpose of the crime. This crime was committed due to circumstantial situations and a lack of control over mental impulses for the fulfilment of sexual desire. Through this study, it was found that most of the offenders have killed the victim by strangulation method. **Safarik and their colleagues (2002)** study also shows that most of the elderly victims were



killed by strangulation, whereas firearms were very uncommon. According to the findings of Beauregard's (2008) study, sexual offenders of children are more likely to establish contact with a person before the crime, perpetuating the criminal act during the day, kill the victim by strangulation, and destroy and cover up the dismembered body than sexual homicide offenders of adults. Children are mostly innocent and vulnerable and easily available. The majority of the victims were known to the offender. This study observed many reasons behind this horrendous crime. In Indian culture, we rely on a known person but due to many reasons, a person is compelled to commit a sexual crime. After the sexual gratification, for the fear of disclosure of the crime, the single crime becomes a twin crime. This study also shows that pornography and alcohol abuse were the major factors of committing the crime. As a result of childhood trauma, the killer frequently chooses victims to act as proxies. Pornography can drive fantasies, which can be aided by alcohol or other factors. Sexual disorder in one or more kinds is common in fantasies (**Holmes & Holmes, 2010**). To explain this, for the sexual murder, the offence shows the result of sexual excitement reinforced by the use of pornography and alcohol. The main motive behind the murder is to eliminate the only witness to the crime. The others are, the offender's aggressive behaviour that killed the victim for resistance, the offender murdered after the advice of the peer group in the case of gang rape, following the panic scenario, the murder could be accidental, or the children's physical fragility could cause mortality after the sexual offence.

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# Unified Payment Interface Frauds in India



Dr. Parul Dixit\*

## Abstract

*India has been witnessing a sharp increase in cybercrimes annually. On an average, approximately 80,000 frauds are committed through Unified Payment Interface every month, across the states, causing wrongful loss to the tune of some 200 crores to the victims of the fraud, and the solution does not appear anytime soon. There are still no mechanisms good enough to either trace the fraud in reasonably short time, or to compensate the victims even by the companies endorsing UPIs. To curb these crimes arising out of Internet and Computer Technology, several nations have enacted legislation with regard to these crimes. The author tries to give an insight into the critical analysis of the impact of cybercrimes on the e-banking platforms in our nation. We will also learn as to what extent the crimes are being committed and in what ways the consumer is being duped, for instance with the spread of various e-viruses and e-worms, compromise of the websites and malware propagation, and Trojan Horse attacks, among others; including the payment gateways used for committing these crimes like UPI, UPI 2.0, Jio Payments Bank, Amazon Pay, WhatsApp Pay, BHIM, Samsung Pay, CRED, Paytm, Google Pay, PhonePe, HDFC Bank, MobiKwik, Mi-Pay, PSP, ICICI Bank, NPCI, HDFC Bank, Axis Bank, among others. The author has also made some suggestions in order to the curbing of these crimes at the hands of the law executors.*

**Keywords:** *Cybercrimes, E-Viruses, E-Worms, Legislations, Internet Technology, Malware, Trojan Horse attack*

## Introduction

The RBI in the year 2012, via release of a press statement introduced the Unified Payment Interface system in the following words:-

*“To deepen financial penetration, it is important to bring feature phone users into the mainstream digital payments. In the first cohort of RBI Regulatory Sandbox, some innovators had successfully demonstrated their solutions for feature phone payments,*

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*under the theme of 'Retail Payments'. These products, coupled with other complementary solutions, will facilitate UPI-based digital payment solutions on feature phones to promote wider digitisation. It is proposed to launch a UPI-based payment product for feature phone users. Further details will be announced shortly."*<sup>1</sup>

The RBI stated that they were committed towards creating a safe, easily accessible, inclusive, inter-operable, payment settlement in India<sup>2</sup>. UPI was launched in 2016, which is the brainchild of the National Payments Corporation of India (NPCI), the umbrella organization that oversees retail payment systems in India. The NPCI is governed by the central banking authority, the Reserve Bank of India, and its primary goal is to drive India towards becoming a digital economy. The unified payments interface or the UPI is an interface via which you can transfer money between bank accounts across a single window. This means you can send or receive money or scan a quick response (QR) code to pay an individual, a merchant or a service provider to shop, pay bills or authorize payments. But very soon the system proved to have been a halted process with the rapid increase in cybercrimes relating to UPI transfers and payments. The ever increasing rate of the crime relating to UPI transfers and the uncertainty of the redressal mechanism has created an atmosphere of fear in the minds of the general public. It is therefore necessary that a careful analysis of the extent to which UPI frauds are increasing in our system and also of the different mechanisms involved in dealing with the complaints be dealt with

from a perspective of finding a solution to the problem. A crime which involves a PC and an Internet Connection, is known as a Cybercrime, with malicious intent of harming one's financial health. There are several prevalent frauds in today's time including Carding, Identity Theft, Extortion, and Theft of Confidential Information, resulting in an individual's loss of personal and financial information.

### Timeline of UPI

Unified Payments Interface (UPI) is a system that brings multiple bank accounts into a single mobile application. UPI apps are able to operate with one another since they share the same payment interface. In the Post-demonetisation period, to encourage cashless transactions, the National Payments Corporation of India (NPCI), backed by The Indian Government conducted a "pilot launch" with initially 21 member banks. This pilot launch took place on 11th April 2016 overseen by Dr. Raghuram G. Rajan, Governor, RBI at Mumbai<sup>3</sup>. Ever since, banks have been uploading their UPI enabled Apps on the Google Play Store for customer usage.

### Internet Banking

Internet banking is an extension of the traditional banking services. In today's time, there exist various legislations regulating the legal framework of internet banking, such as the Banking Regulations Act 1949, the Foreign Exchange Management Act 1999, The Reserve Bank of India Act 1934, among others. There is not a peck of doubt that the Information Technology Sector is aiding the banks and banking, trade and various

1 [https://www.rbi.org.in/Scripts/BS\\_PressReleaseDisplay.aspx?prid=52688](https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=52688)

2 <https://rbi.org.in/Scripts/PublicationVisionDocuments.aspx>

3 <https://www.npci.org.in/>



other fields to widen their boundaries to a new world, with a lesser cost for achieving somewhat sophisticated transactions.

The advent of the Information Technology has also led to the advent of new forms of crimes and new ways to commit age old crimes, and therefore these crimes are regarded as a serious threat to our current banking and commerce system, and consequently a major threat is posed before the law enforcement machinery. To understand this issue, we need to first discuss what Information Technology is all about and what cybercrimes actually mean. Later on, we shall discuss how the system of UPI and fraud works.

### Information Technology

The adoption of Information Technology in Banking Systems was planned through the historical report of Dr. C. Rangarajan<sup>4</sup>, who was the Deputy Governor, Reserve Bank of India during 1984 and also the agreement of the working committee on Computerization with the Banks Union in the year 1897. In the later years, a few other committees, like the Second Rangarajan Committee, the Shere Committee, the Saraf Committee also paved a way towards the computerisation of the Banking Sector. In order to get the mandates of the reports of the aforementioned committees mandated, all the banks connected their branches through an inter/intra-banking system and the computerisation was all set to be accomplished. Maximum banking transactions, ever since are done, through the information Technology facility, a few of them including Automatic Teller Machine

(ATM), Credit/Debit Cards, Computerised accounting, Smart Cards, E-Cheques, Electronic Fund Transfer (EFT), Shared Payment Network System (SPNS), DEMAT accounts, Point of Sale (POS) Terminal, Electronic Data Interchange (EDI), RBI Net etc.

## Banking System and Unified Payment Interface

### Background of Banking in India

The Banking System happens to be one of the oldest business systems in the world and has been continuing ever since. The importance and a need for an efficient banking system was realized by the merchants and because of this dependence it was named as “**Banks**”<sup>5</sup>, because at the time of need, they could “bank” upon the individual.

From ancient times, banks have been the key components of the trading sector of our country. Hundi, which is an expression used for the purpose of constructing a legal instrument for the Inland Bill of exchange, was in existence during the Mahabharata period. Usury was customarily practiced in ancient times.<sup>6</sup> In the year 1860, foreign banks also started opening their branches in India. The Hong Kong-Shanghai Banking Corporation (HSBC) established its first branch in Calcutta in the year 1860 itself. The Swadeshi movement also corroborated the establishment of various Indian banks like Corporation Bank, Bank of Baroda, Canara Bank, Central Bank of India and Bank of India.<sup>7</sup> Due to the First World War, the banking sector witnessed a brief interval of

4 <https://www.nabard.org/about-departments.aspx?id=5&cid=604>

5 <https://en.wikipedia.org/wiki/Bank>

6 Dutt R.C., “Civilisation in Ancient India” Vol. I, revised edition

7 Source:[http://en.wikipedia.org/wiki/Banking\\_in\\_India#History](http://en.wikipedia.org/wiki/Banking_in_India#History)



failure between 1918-21. After that it became indispensable. To counter the economic setback received in the 1920's, The Reserve Bank of India was established on 1st April 1935. In the year 1859, seven subsidiaries of the State Bank of India were nationalized. In 1969, fourteen major commercial banks were nationalized in view of keeping a track of the Banks for social control. In the year 1979, a core committee was appointed to review the cash credit system for the purpose of keeping rational management of the Banks at the hands of the Government. The banking sector reform further gained momentum by way of the second phase of nationalization of six more banks, in order to provide the government more power and command over the credit delivery system. In 1987, the HSBS introduced Automated Teller Machine Concept (ATM) in India and the first ever Credit Card was introduced by Andhra Bank<sup>8</sup>. A committee for Communication Network and Swift implementation was established in 1987<sup>9</sup>. The Committee recommended the setting up of a packet switching network called BLANKET, to be jointly held by the Reserve Bank of India and the Public Sector Banks. In 1988, a committee was set up for the computerization of the Banks, headed by Dr. C.R. Rangrajan, the Deputy Governor of Reserve Bank and rules were framed for clearing houses, branch level computerisation and establishment of connectivity between branches. The expansion of banking and other financial sectors to the large section of customers was a noteworthy achievement in 1990's, during which time, significant measures

were taken for e-banking and also the Information Technology Act 2000 was brought into force. The year 2001 witnessed the implementation of Core Banking Solution (CBS), which offers connectivity between the recognised branches and all ATM's of that bank. Syndicate Bank was the first bank amongst public sector banks to offer this service<sup>10</sup>. The RBI introduced an electronic fund transfer system called "The RBI National Electronic Fund Transfer System (NEFT) in November 2005. In the year 2007, The Payment and Settlement Systems Act 2007 was enacted, paving the way for regulation and supervision of payment system in India and designating the authority to the RBI for the purposes incidental thereto<sup>11</sup>.

### E-Banking

The current banking system plays an important role in our society and is considered to be the most trustworthy institution in administering money matters. After the enactment of IT Act 2008, the Indian banking industry entered into a matured phase of E-banking. In the year 2009, the National Payment Corporation of India (NCPI) was established with an objective to integrate all the payment mechanisms and to make them uniform for retail payments. Within the next two years there were around ten million retailers accepting card based payments.

E-Banking can be defined as an automated delivery of new and traditional banking products and services directly to customers, through electronic, interactive

8 [http://wiki.answers.com/Q/Which\\_was\\_the\\_first\\_Indian\\_Bank\\_to\\_introduce\\_credit\\_card](http://wiki.answers.com/Q/Which_was_the_first_Indian_Bank_to_introduce_credit_card)

9 RBI Publication, Source:<http://www.rbi.org.in>

10 RBI Publication, Source:<http://www.rbi.org.in>

11 <http://rbi.org.in>



communication channels. It includes the financial institutions, customers, individuals and traders all across to access their accounts, make swift transactions, obtain information and financial products and services through the Internet. E-Banking actually is an umbrella term given to refer to one or the other form of banking like personal computer banking, virtual banking, online banking, home banking, or remote control banking, in which all the traditional financial services are offered through online mode.

### **Unified Payment Interface (UPI)**

The RBI in 2012 released a vision statement for a period of four years, committing towards building a safe, accessible, inclusive, and an authorized payment system in India. It was an inclusive part of the Green initiative to curb the use of paper and go cashless. The UPI works on an inter-operable model where there will be a beneficiary, PSP (Payment Service Provider) and the beneficiary bank that settles the monetary transactions for the users. The Unified Payments Interface is a payment system that allows transactions from/to other bank accounts. It is a real time payment system developed to facilitate seamless Inter Bank transactions by using uniquely generated UPI ID without the hassle of typing the card details or Net Banking and wallet password etc. To be able to send or receive money through UPI, both the parties must have a UPI client installed coming in the forms of different apps like BHIM, Amazon pay, Paytm etc. Sending the money through UPI requires you to enter a Pin, whereas no such PIN is required to receive money. For receiving the money all you need is to have a UPI id, which you need to send to the sender. A common problem usually encountered by the users

is that their money is deducted despite the transaction failure, which concerns the user. This problem usually takes a few hours to a few days to be resolved automatically or through a complaint to the customer care. Next, comes a mobile number which is directly linked to your account number which makes it easy to trace transactions. Now the next means involves an Aadhar number which helps in making the transfer of money easy. Lastly, there is the QR Code, which involves all of the above payment ways from a UPI Id, mobile number, Aadhar number. The client using UPI can use any app supporting UPI and multiple bank accounts can also be linked to them. For the purpose of virtual payments, a UPI id or Virtual Payment Address (VPA) is created. The mobile number of the user is used for the purpose of authorisation for transactions. To send money directly to one's bank account, the account number of the receiver and the IFSC number is required. Aadhar numbers are used for tracing the account number of the receiver and that of the sender. QR codes, which have a closed VPA, are also used for the purpose of safe transfer of money. The mobile apps used for the purpose & to name a few, we have Amazon Pay, BHIM, Google Pay, Samsung Pay, WhatsApp Pay, Jio Payment Bank, Axis Bank, Yes Bank etc. On 16 August 2018, the UPI 2.0 was launched which enabled the users to link their overdraft accounts to a UPI handle, with an added feature of Auto Pay facility in case of recurring payments.

### **Cyber Crime in Banking & the Dark side of UPI**

Cybercrimes are a threat today and maybe tomorrow too, considering the audacity with which the perpetrators are committing huge frauds and other misdemeanours using



the internet. The toughest part of it is that unlike other crimes, we cannot identify the perpetrator of this crime. The Internet is a vicious web of deceit and the crime could be orchestrated from any part of the world. That is why it is also known as a “**White-collar Crime**”. “Cybercrime” combines the term ‘crime’ and ‘cyber’, which comes from the Greek word ‘*kubernan*’<sup>12</sup> which means to “lead” or to “govern”. Due to the advent of Information Technology, new ways to commit old crimes are possible, for example crimes like phishing, pharming etc.

*“Our Nation witnesses approximately 70-80 thousand frauds every month, with the users getting duped and ending up transferring a sum of about Rs. 200 crore, with absolutely no redressal mechanisms. This ends with the user losing almost everything and a cat and mouse chase, between the Payment companies and the Fraudster, who continues to dupe more and more people every passing day”*<sup>13</sup>

The Payments app PhonePe sees that almost 90% of the frauds on its platform are orchestrated via UPI while only 7% through cards with no concern for the person’s hard earned money. Those in the payments industry estimate that each month, victims lose at least Rs. 200. This is very insignificant in comparison to the amount of money that runs through the system. But the racket is big enough to pose a headache for those whose job it is to tackle frauds ranging from law enforcement agencies, The Ministry of Home Affairs, The National, State, or Private Banks, Payments Applications, and lastly, The National Payments Corporation of India which is the retail payments body

responsible for running UPI.

According to Assistant Commissioner of Police of Hyderabad, KVM Prasad, 80% of the complaints that are being registered at his cybercrime police station are UPI-related. A senior government executive stated that, “We are observing that over 50% of all financial frauds are done via UPI, as large numbers of people are using UPI”.<sup>14</sup>

The many faces of Scams include: Fake website frauds, cash back frauds, fake customer care frauds, QR code fraud, spoofing among others. The frauds committed within the ambit of UPI can be broadly classified into three categories:-

1. KYC (Know Your Customer) related frauds
2. Advance related frauds
3. Technology related frauds

**1. KYC Related Frauds:** - These frauds are mainly committed in deposit accounts, and usually are related to fake account based money laundering. Money laundering is a system by which the perpetrator tries to wash his money, which is black, meaning thereby that it is received from some undisclosed sources, and tries to clean it and change it to white money by putting it into accounts under the fake names. It is revealed from the close examination of the reported fraud cases that around 65% of the overall cases reported were technology related frauds. These frauds are committed through internet banking channels, ATMs and other payment mechanisms like credit-debit cards etc.

12 <https://en.wikipedia.org/wiki/Bank>

13 <https://en.wikipedia.org/wiki/Bank>

14 <https://the-ken.com/story/the-upi-frauds-undermining-indias-payments-fairytale/>



2. **Advance Related Frauds:** - Out of the reported fraud cases, around 64% of the amount involved relates to the advance portfolio. The miscreants of these frauds dupe the banks to such a large extent that the Government has to make stringent legislation to nip the perpetrator in the bud itself.
3. **Technology Related Frauds :-** There have been a number of instances of Banking frauds of low value where the miscreants have used hostile software programme or malware attacks, phishing, Vishing (Voicemail) , SMishing (Text Messages) and other advance techniques including stealing confidential information/data to commit more serious frauds.

Now let us try to understand a few concepts relating to the commission of frauds through internet banking:-

**A computer virus:** - A computer virus clings itself to a program or file so it can spread from one computer to another, leaving infections as it travels. Much like human viruses, the computer viruses can also be different in context to the dreadful effect it leaves on the system. Some viruses cause only mildly disturbing effects while others can damage the hardware, software or files. Almost all viruses are attached to an executable file, which means the virus may exist on your computer but it cannot infect your computer unless that malicious program is run. It is pertinent to note that a virus cannot be spread without human intervention, that is, to keep it going. People continue the spread of a computer virus, mostly unknowingly, by sharing infectious files, emails attachments.

**E-Worm:** - A worm is similar to a virus by its design, and is considered to be a subclass

of a virus. Worms spread from computer to computer, but unlike a virus, it has the capability to travel without any help from a person. A worm takes advantage of file or information transport features on your system, which allows it to travel unaided. The biggest danger with a worm is its capability to replicate itself on the computer system, so the computer sending out a single worm could send out hundreds or thousands of copies of itself, making it hugely devastating. Due to the copying nature of a worm and its capability to travel across networks, the end result in most cases is that the worm consumes too much system memory (or network bandwidth), causing Web servers, network servers and individual computers to stop responding. One of the more recent worm attacks was the much-talked-about Blaster Worm, designed to tunnel into the computer system and allows malicious users to control the computer remotely.

**A Trojan horse:** - A Trojan horse is not a virus in itself but a destructive program that looks like a genuine application. Unlike viruses, Trojan horses do not replicate themselves but they can be very destructive for the system. Trojans also open a backdoor entry to the computer which gives malicious users/programs access to the system, which can allow the theft of confidential and personal information.

**Phishing Scams:** - Scammers usually send unauthorized links through texts or fake URLs which appear almost like the original ones. People in general are not in the habit of checking the spellings or looking for a less or an extra character in the acclaimed domain's name and often tend to believe it as the face value. After clicking on the link, they are directed to the UPI Payment linked apps which are preinstalled on the



phone and the recipient is asked to choose a payment app for auto-debit. As soon as the permission is granted, the money gets debited almost immediately.

**Granting unauthorized access:** - It was found in several cases that the fraudster asks the client to download apps such as AnyDesk, TeamViewer, among others which provide an almost mirror-like image of the client's device to these fraudsters. They now are able to get complete control over the individual's crucial information and continue to carry out unauthorized financial transactions through UPI.

**Payment Collection Requests:-** UPI offers several payment methods one of them being the "Collect Request" which gives an access to fund transfers from the recipient's account to the receiver's account. It was found that oftentimes, fraudsters make such collect-requests impersonating the victim's family members or friends. In a second instance, it was found that these fraudsters get these collect requests approved by impersonating cash back, or lottery sites, which once accepted, leads to an immediate debit from the victim's account.

**Sellers or Traders:-** There have been several cases wherein the contact listed on a shopkeeper's UPI App was found to be handled by an imposter where the payments were getting re-routed or diverted to the fraudster's account rather than the one who was supposed to receive it. This is usually done by listing the contact under "Multiple Businesses" and therefore leading to people getting duped. People must stay cautious of such online-traders who claim to ask for a pre-payment via UPI, while never

end up delivering your supplies.

**OTPs:** - A classic example of frauds can be through the sharing of UPI PINs or OTPs online. Oftentimes the people who get duped are the ones who lack knowledge about the rules and regulations of Banks and do not realize that transactions do not require a third party asking for the PIN through a call or text.

### Incidents of Cyber Frauds

India has witnessed a significant increase in cases of cyber frauds and various cyber-related incidents in the last few years. A surge in phishing attacks, financial frauds, mail-spams and ransom ware attacks were reported during the Covid-19 lockdown, when people mostly worked from home, as attackers impersonated brands and misled employees and customers. Data available with the Indian Computer Emergency Response Team (Cert-In), the government agency for computer security, showed that the number of incidents rose from 208,456 in 2018 to 1,402,809 in 2021. In the first two months of 2022, 212,485 such cases have been recorded.<sup>15</sup>

An International Gang involved in Cyber Crimes got busted with the arrest of one of the gang members, namely Deepak Prem Manwani, who was caught while attempting to break into an ATM in the city of Chennai. At the time of Manwani's detention, he had with him Rs. 7.5 lakh looted from two-prior ATM Break-ins. Interestingly, his crime career started when he was once at an internet cafe, and got attracted to a site which provided him with details on ATM Break in. The site handlers were based in parts of Europe, and were providing the Credit Card

15 [https://www.hindustantimes.com/india-news/cybercrime-cases-recorded-a-fivefold-jump-in-3-years-govt-101649357021073.html#:~:text=the%20matter%20and,-Data%20available%20with%20the%20Indian%20Computer%20Emergency%20Response%20Team%20\(Cert,such%20cases%20have%20been%20recorded.](https://www.hindustantimes.com/india-news/cybercrime-cases-recorded-a-fivefold-jump-in-3-years-govt-101649357021073.html#:~:text=the%20matter%20and,-Data%20available%20with%20the%20Indian%20Computer%20Emergency%20Response%20Team%20(Cert,such%20cases%20have%20been%20recorded.)





Numbers of some of the American Banks at \$5 per card, along with the magnetic code of those cards at \$200 per code.

In another case of cybercrime, a software engineer got duped of Rs, 99,000 while trying to get her DTH recharged through Paytm, an online payment gateway. On complaining to the DTH Customer Care, she was asked to wait for a day. When the money was still not transferred to the DTH provider after 24 hours, she contacted the Paytm Helpline. She was asked for her transaction details and it was then discovered that two back to back transactions were made totalling Rs. 90,000. She immediately contacted the authorities to get her card blocked, but it had been too late by them and the money was never refunded.

Neha Mohan Sinha, a nutritionist, was duped and her Id was faked, through which the fraudster asked her contacts to lend some money. She was surprised that one of her contact had paid Rs. 9000 to the fraudster as well<sup>16</sup>. There are various fake calls of the same kind, posing a constant threat to the people and some of them actually falling victim to them.

The Cyber Cell of Uttar Pradesh police recently busted an online fraud nexus worth Rs 3,000 crore with links in China. The gang duped people on the pretext of getting them part-time jobs in prominent firms or doubling the return on their invested money.<sup>17</sup>

### Ways to Prevent Getting Duped

To begin with, we must scan QR Codes carefully since scamsters often create UPI IDs resembling credible addresses,

therefore the payment address online should be checked before confirming the payment. Next up businessmen must be careful of requests involving “Pay” or “Decline” buttons, since scamsters are often able to dupe these people because of accidentally pressing the wrong key or asking them to click on the “Pay” button to receive payments.

RBI often asks the people to stay cautious of scamsters and to never share the OTP or the UPI ID ever to not get duped since this is oftentimes the case when people lose their money because of sharing these important details to strangers. Lastly, we must never open or log in to unsecured links or questionable sites since oftentimes it is a trap to get the victim’s details and make money. I’d like to end with a befitting quote by a gentleman who rightly said that, “It has become appallingly obvious that our technology has exceeded our humanity.”<sup>18</sup>

### Dispute Redressal Mechanism

It is the Right of every “end-user customer” to be able to raise a complaint with respect to a UPI transaction, on the PSP (Payment Service Provider) / TPAP (Third Party Application Providers) app. The end-user customer would select the relevant UPI transaction and raise a complaint in relation thereto. Next up, a complaint shall be first raised with the relevant TPAP in respect to all UPI related complaints by the user on-boarded by the PSP Bank/TPAP App. In case the complaint/grievance remains unresolved, the next level for escalation would be the PSP Bank, followed by the bank

16 [http://timesofindia.indiatimes.com/articleshow/91846875.cms?utm\\_source=contentofinterest&utm\\_medium=text&utm\\_campaign=cppst](http://timesofindia.indiatimes.com/articleshow/91846875.cms?utm_source=contentofinterest&utm_medium=text&utm_campaign=cppst)

17 [https://economictimes.indiatimes.com/news/india/online-fraud-worth-rs-3000-cr-with-china-links-busted-1-held-up-cyber-cell/articleshow/91132264.cms?utm\\_source=contentofinterest&utm\\_medium=text&utm\\_campaign=cppst](https://economictimes.indiatimes.com/news/india/online-fraud-worth-rs-3000-cr-with-china-links-busted-1-held-up-cyber-cell/articleshow/91132264.cms?utm_source=contentofinterest&utm_medium=text&utm_campaign=cppst)

18 <https://web.colby.edu/st112wa2018/2018/02/07/test-3/>



and NPCI, in the same order. After exercising these options, the user could approach the Banking Representative for e-complaints, as the case may be. The complaint can be raised for both fund transfers and merchant transactions. The end-user customer shall be kept communicated by the PSP/TPAP by means of updating the status of such end-user customer's complaint on the relevant app itself. The following procedural guidelines are, for instance provided by the Central Bank of India, for the complaints of customers:-

*"In case of any customer complaints regarding non refund for failed transactions and/or non-credit for successful transactions shall be dealt by the PSP/Bank. Any complaint about credit not being given to a beneficiary should be dealt with conclusively and bilaterally by the remitting and beneficiary banks as per the guidelines circulated by NPCI from time to time. In case of any complaints related to UPI transactions, the first point of contact for customer will be the customer's PSP. Customer's PSP has to mandatorily provide option in their App to raise dispute/complaint by providing transaction reference/Id number. However, if customer decides to approach his/her remitter/beneficiary bank instead, the respective banks shall entertain all such requests and help to resolve the complaint to the customer's satisfaction. The PSP must provide to customers, the option of checking the current status of a transaction in the PSP App."*

## Conclusion

There are serious concerns about the privacy of the consumer. It has been experienced by all of us, mostly as payment

apps demand an access to our personal data, without providing a clear rationale as to why it is required. If we deny the access, the payment is not allowed to be made. For example, the QR Code mode of payment also fails to work if an access is denied to camera, and location. These problems happen to almost all the users of e-banking in today's time. There are several people who refuse to use such platforms for the fear of being a target to financial scamsters, and therefore keep using the age old mode of payment. Keeping in mind today's scenario, we can come to a conclusion that the current prevailing Cyber Laws fail to provide a safe and a secure banking environment, nor are they sufficient and adequate to punish the wrongdoers. Changes must be brought about in the current period since there is a lot at stake from the personal details of the subject, to their financial information. I'd like to conclude by mentioning the remark of the RBI Deputy Governor Anand Sinha who said that, "It is possible that total eradication of computer crimes may not be achieved. It can, however, be reduced through public education, robust law, enforcement, compliance, using effective secure e-ways and the establishment of a secure framework for prosecuting these criminals."<sup>19</sup> There is a need for the Government to think about creating a centralized committee that includes banks, payment gateways, payment platforms, new age FinTech players and law enforcement agencies. Today, these fraudsters are able to get away with such cons because of a lack of an official framework that leads to poor coordination between agencies, causing the money trail to vanish before the law enforcement agency can act.

<sup>19</sup> <https://www.bis.org/review/r110607d.pdf>

# Coherent Elemental Etiology of Domestic Violence in India from Gender Perspective



Dr. Ramesh Chandra Nayak\*

## Abstract

*Domestic Violence, being a cataclysmic socio-psychological menace jeopardizes the victims' wellbeing in India. Researchers claim its coherent seedbeds being masculinity, patriarchy, role segregation, economic inequality and subordination. The gender schema perspective confides these factors to the masculine socialisation in a patriarchal soapbox. Strain and feminist perspectives and family violence approach view its amplification and reproduction rooted in the malfunction of social structure, unequal power relations, gender subordination and family disorganization respectively. Thereupon, in spite of decreeing brassbound and germane legislations, its occurrence seems multiplying with anticlockwise reporting trend. Thus, there may be some bottlenecks in the execution strategies due to inadequate facts about its elemental factors available to the executors. Thus, the need of the hour is to reach at the root of the problem through candid and sensible researches on Domestic Violence and enforce sensitised and integrated participation of the concerned stakeholders in the execution of the laws and awareness creation processes.*

**Key Words:** Domestic Violence, masculinity, gender, etiology, theoretical understanding.

## Introduction

Humanity now witnesses two execrable challenges- social injustice and intensifying violence all around (Bufacchi, 2007). Notably, women are tyrannised in the coalescent circle of violence without respite (Karlekar, 1998). In India, their vulnerability to

and victimisation of gender based violence is instrumental in their dehumanisation. We deduct this intellection on observing the upturning insistence of crime against them pertaining to Indian Penal Code (IPC) as well as Special Local Laws (SLL) from 1992-2019. The year wise reported incidences of such crime are presented in Table 1.

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### Author's Introduction:

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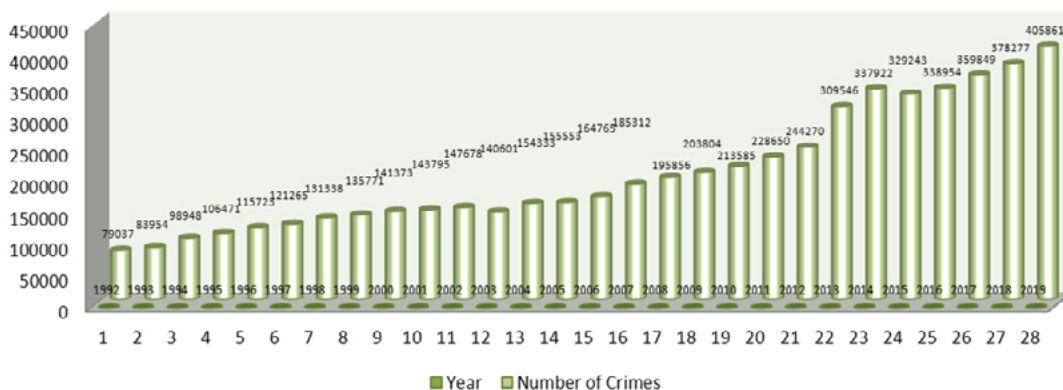


**Table: 1. Incidence of Crime against Women Pertaining to IPC and Special Local Laws (SLL) 1992-2019**

Year	Number	Year	Number	Year	Number
1992	79037	2001	143795	2010	213585
1993	83954	2002	147678	2011	228650
1994	98948	2003	140601	2012	244270
1995	106471	2004	154333	2013	309546
1996	115723	2005	155553	2014	337922
1997	121265	2006	164765	2015	329243
1998	131338	2007	185312	2016	338954
1999	135771	2008	195856	2017	359849
2000	141373	2009	203804	2018	378277
				2019	405861

Source: NCRB Reports, 1992-2019

**Graph 1: Incidence of Crime against Women Pertaining to IPC and SLLs 992-2019**



Source: NCRB Reports, 1992-2019

The data show that atypically the numbers in 2003 and 2015 have receded by 7,077 and 8,679 correspondingly compared to the precedent years. However, there is an abysmal acceleration of crimes against them. In India, of whatever crime is committed against women, half attributes to violence behind the locked doors (Vyas et al., 1996).

Domestic Violence (DV) ranges from 22% to 65% (Jejeebhoy & Cook, 1997; Visaria, 1999; Martin, et al., 1999; Ahuja, et al, 2000). However, the patriarchal character of Indian society makes them tongue-tied subjects of such violence and the socialised ethos clamps them down to tolerate, accept and even rationalise the victimisation (NFHS-II,



p.71). As a part of prioritising the transpiring initiatives for women empowerment, Domestic Violence is gradually getting capacious coverage in the public discourses. Analysing Domestic Violence is thus no more a mere philosophical interest, but a matter of unprecedented urgency. Thus, for a sweeping understanding of the issue, reaching at its roots and discovering the ways out, the author makes an endeavour to theoretically interpret the issue with specific reference to India.

### Reviewing Literature

Domestic Violence like wife beating and battering is in practice among the people of all ages, classes, castes and religious communities (Abraham, 1995; Cheung and Law, 1990; Gelles, 1980; Gelles and Loscke, 1993 and Hoff, 1990) in general and in India in particular. The victims are experiencing multiplex violence and many are under the threat of murder (Panchanadeswaran and Koverola, 2005). Nevertheless, it is constricted within the domestic space. The menace crops up and carries through because of certain factors and issues such as patriarchal social order (Travers, 1997), menstrual problems (Murthy, Ganesh, Srivirajarani; Madhusudan, 2004), smoking, alcoholism, drug addiction (Leonard and Blane, 1992; McKenry, Julian and Gavazzi, 1995), poverty (Gerstein, 2000), size of family (Murthy et al., 2004), masculinity (Hamberger, Lore, Bonge; Tolin, 1997), domestic role conflict (Sahu, 2003), dowry (Jejeebhoy, 1998) and so on. The violence is producing certain detrimental effects for the victims such as unwelcome pregnancy, gynaecological hacks (Golding and Taylor,

1996), injury in private parts (Stark, Flintcraft and Frazier, 1979) and wide-ranging mental illness (UNICEF, 2000). In voluminous occasions, the victims either do not name the perpetrators or condone the afflictions to some other causes (Daga, et al, 1999).

Social and legal realities are more likely to unnerve the victims' ingress to any formal mechanism or even to lodge complaints. Those socio-legal realities are shame, family honour, attachment with children, perturbation of isolation, lack of viable options and lack of advertence. In case of rare reporting, the cases are incipiently dropped due to pressure from the informal sources like parents, (Mahapatro, Gupta and Gupta, 2014; Jacob & Chattopadhyay, 2019) friends and acquaintances, the first being the natal family and the cases are channelized to the institutional agencies via the informal agencies (Jacob & Chattopadhyay, 2019). Initially, the easy-going private mechanism is preferred over the institutionalized public agencies because Indian cultural context is deterring the victims to pop in the endorsed agencies, which seem neither fully developed nor adequately and appropriately approachable and alacritous for the victims.

### The Magnitude

The incidence of DV is substantially sky scraping in India (Jeyaseelan, et al, 2007; Ackerson & Subramanian, 2008; Koenig, et al, 2006; Rocca, et al, 2009). The chronological hyping incidences in India are off-putting. In the year 1995, the number of such incidences was 28579, 35246 in 1996, 36592 in 1997, 41375 in 1998, 43823 in

1999, 45778 in 2000, 49170 in 2001, 49237 in 2002, 50703 in 2003, 58121 in 2004, 58319 in 2005, 63128 in 2006, 75930 in 2007, 81344 in 2008, 89546 in 2009, 94041 in 2010, 99135 in 2011, 106527 in 2012, 118866 in 2013 and the number was 122877 in 2014 (NCRB, 1995-2014). The author is putting these state attested annual data of twenty years into two decadal brackets, i.e. 1995-2004 and 2005-2014 in order to delineate an understanding of the pre-DV Act and post-DV Act scenario because the DV Act 2005 is avowed as the most red-blooded legal throe so far to squelch Domestic Violence. The annual averages of the bracketed decades reveal that the mean value of the annual incidences between 1995-2004 is 43862.4 and the mean value of the annual incidences between 2005-2014 is 90971.3.

Domestic Violence notably includes sexual and physical violence (Koenig et al., 2006) and the physical violence like hitting, kicking and beating are suffered substantially by women held in 15-49 age bracket, in the urban and rural areas and urban slums as well (Jeyaseelan et al., 2007). In India it has far-flung health imminences (Jejeebhoy, 1998) and all the physical violence breed crucial consequences like early child mortality, gynaecological morbidity, asthma, tobacco use and attempted suicide (Ackerson & Subramanian, 2008). The author has tried to capture the state wise data on cruelty by husbands or his relatives during 2009-2018 as per IPC and SLLs in Table 2.

**Table: 2. State/UT-Wise Incidences of Cruelty by Husbands or His Relatives during 2009-2018 (Sec. 498-A, IPC)**

Sl. No.	State/UT	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
01	Andhra Pradesh	11297	12080	13376	13389	15084	6362	6121	6461	7156	6831
02	Arunachal Pradesh	13	12	18	26	29	42	66	50	56	60
03	Assam	4398	5410	5246	6407	8636	9626	11225	9321	9782	11136
04	Bihar	2532	2271	2607	3686	4533	4672	3792	3794	3776	2539
05	Chhattisgarh	893	861	834	980	1181	964	620	622	582	503
06	Goa	21	17	18	24	40	35	19	23	21	9
07	Gujarat	5506	5600	6052	6658	7812	5991	4133	3732	3223	2923
08	Haryana	2617	2720	2740	3137	3617	3478	3525	3313	3326	4154
09	Himachal Pradesh	284	275	239	251	328	325	226	214	191	183
10	Jammu & Kashmir	196	211	286	301	428	467	400	342	377	325
11	Jharkhand	710	650	659	1261	2084	1462	1654	1002	998	1032
12	Karnataka	3185	3441	3712	3684	3276	3025	2732	2556	2332	2053



13	Kerala	4007	4797	5377	5216	4820	4919	3668	3455	2856	2046
14	Madhya Pradesh	3983	3756	3732	3988	4988	6451	5281	6264	6099	4159
15	Maharashtra	7681	7434	7136	7415	8542	7696	7640	7215	6584	6862
16	Manipur	25	18	39	43	29	41	39	29	19	14
17	Meghalaya	24	24	21	16	23	42	44	26	20	18
18	Mizoram	4	3	9	8	5	8	9	19	20	6
19	Nagaland	0	1	1	0	4	3	4	3	3	3
20	Odisha	2047	2067	2320	2638	2792	3114	3605	2781	2525	1984
21	Punjab	1061	1163	1136	1293	1741	1681	1583	1568	1199	1470
22	Rajasthan	10371	11145	12218	13312	15094	15905	14383	13811	11508	12250
23	Sikkim	6	3	4	4	5	5	2	2	5	1
24	Tamil Nadu	1460	1570	1812	1965	2471	2103	1900	1256	984	789
25	Telangana	-	-	-	-	-	6369	7329	7202	7838	6286
26	Tripura	815	937	702	858	827	702	501	430	348	303
27	Uttar Pradesh	8566	7978	7121	7661	8781	10471	8660	11156	12653	14233
28	Uttarakhand	361	334	307	368	435	301	407	392	394	622
29	West Bengal	16112	17796	19772	19865	18116	23278	20163	19302	16800	16951
<b>States' Total</b>		<b>88175</b>	<b>92574</b>	<b>97494</b>	<b>104454</b>	<b>115721</b>	<b>119538</b>	<b>109731</b>	<b>106341</b>	<b>101675</b>	<b>99745</b>
<b>Union Territories</b>											
01	A & N Islands	21	9	5	5	9	14	14	7	4	4
02	Chandigarh	51	41	46	73	92	141	126	122	121	93
03	D & N Haveli	3	3	3	0	1	6	2	6	4	1
04	Daman & Diu	3	3	2	3	2	1	3	8	5	4
05	Delhi	1283	1404	1575	1985	3033	3173	3521	3877	2735	3416
06	Lakshadweep	0	0	0	1	0	0	2	2	2	1
07	Puducherry	10	7	10	6	8	4	4	15	5	8
<b>UTs' Total</b>		<b>1371</b>	<b>1467</b>	<b>1641</b>	<b>2073</b>	<b>3145</b>	<b>3339</b>	<b>3672</b>	<b>4037</b>	<b>2876</b>	<b>3527</b>
<b>ALL INDIA TOTAL</b>		<b>89546</b>	<b>94041</b>	<b>99135</b>	<b>106527</b>	<b>118866</b>	<b>122877</b>	<b>113403</b>	<b>110378</b>	<b>104551</b>	<b>103272</b>

Source: NCRB: Crime in India, 2010, p-218; Crime in India, 2010, p-218; Crime in India, 2011, p-218; Crime in India, 2012, p-218; Crime in India, 2013, p-218; Crime in India, 2014, p-26; Crime in India, 2015, p-26; Crime in India, 2016, p. 135, Crime in India, 2017, p-56, Crime in India, 2018, p-56.

Table-2 as well as the decadal statistics presented in the precedent sections, represents the official figures on the incidences of Domestic Violence in India, which appear halfway hinged on our insights into the issue. In fact, Domestic Violence is

such a cloistered crime and it is so sensitive that, many scholars claim it's non-reporting up to more than fifty per cent. Even so, it is indeed stupendous to extrapolate that the mean number of registered incidences is more than double during post-DV Act



decade, compared to the pre- DV Act decennium. This situation presents an open dichotomy between what the state desires and what it achieves. This state of affair envisages multiplex questions; a) is the legislation a hypocritical state activism? b) is the act failing in the execution stage?, c) if yes, why the executing machinery is not appropriately capacitated?

Our critical intellection upholds that either; a) the state has designed the act with rose-coloured attitude or b) the executing mechanisms are not duly sensitised to deal with the issue or c) there is inadequate awareness among the victims and the perpetrators as well or d) the state is not resourceful enough to adequately capacitate the executing mechanisms or e) all these are the responsible determinants.

We can have one substantive answer to all these issues and an incontestable reinforcement to our intellection that, the act would be failing in the execution stage. There is a potential loophole kindred with the execution of laws, that is the perceptive shortage of women in Indian civil policing, the state machinery which shoulders the responsibility of preventing and addressing Domestic Violence. By January 2020, the actual representation of women in India's total police population was 10.30 per cent (including CIVIL + DAR + SPL. Armed + IRB) (BPR&D, 2020, p.106) and the country was capable of engaging only one woman officer to address the issues of 3,026.89 (BPR&D, 2020, p.107) women, their share in the civil policing being 17, 5407. Moreover, the over emphasis on physical aspect of their training and negligence of the social

and psychological aspects possibly do not adequately capacitate the women officers to deal with this sensitive issue (Nayak and Mohanty, 2021). Consequently, neither all those who are reporting nor the non-reporter victims are getting justice. If the state lacks in this basic minimum, it is intelligible that, simple enactments will not work and the following elemental factors keep on amplifying and non-reporting Domestic Violence.

### The Etiology

Besides the inadequate and indecorous police response to Domestic Violence, there are certain primeval factors infused in the crude structure and function of Indian society that lead to the non-reporting and its amplified chronicity. The first factor is masculinity, a socio-biological construct, a coalescence of male's supplemental power, physical strength, boldness, courage, independence, endurance in hard times, risk-taking attitude, attitude to shoulder responsibilities etc. (Duvury, Nayak & Allendorf, 2002) compared to females. These attributes render the males as procreators, providers and protectors. Males' roles as procreators and providers are universally upheld. Procreation is a relative role. A man neither can procreate alone nor is a husband the inimitable agent to provide and protect. Presumably, men and women as well have neither understood nor internalised this perspective earnestly. Consequently, masculinisation of power and control bears utmost endorsement over wife to maintain order in the family. The masculine traits of men contribute to actualise physical, sexual and emotional abuse against their partners





(Duvury, et al, 2002) in the forms of shouting at her, slapping, hitting, choking and burning (Duvury, et al, 2002 and INCLIN, 2000).

Patriarchy as a system is an outgrowth of masculinity. It engenders the hierarchical male-female relations (Heise, Pitanguy and Germaine, 1994) and warrants male dominance. The dominance is embedded in the entangled superior<sup>1</sup> power, privilege, rights and authority, hijacked by males by which they enjoin females. This dualism germinates with gendered socialisation of both men and women by which men discern to think themselves as superior and are certified to constrain and govern women and on the other end women internalise and interiorise their subordination. The low position of women leads them to acquiesce to violence and prostrates them to resist husband's and his kin's violent behaviour and forefend. The violence surfaces in case the wife questions her unequal status and customary power relations (Madhurima, 1996). The prolonged incidence of such violence in India is an appendage to the succession of this belief (Heise et. al. 1994) and conflicting identities (Fernandez, 1997, p.434).

Through their socialisation in a patriarchal complex and by the patriarchs, both internalise their unequal social roles as well as expectations thereupon. Patriarchal socialisation obliges women to perform domestic tasks, which draws out their devaluation and discrimination (Karlekar, 1998). Role inequality, vindicated by social standards (Levinson, 1989; Dobash, Dobash, Wilson and Daly, 1992) produces

differential role expectations in terms of the performance and process. If the wife either does not perform her roles or ill-performs, that aggravates violence against her. Voluminous and non-time specific nature of domestic chores leads to non-performance occasionally. Ill performance is grounded in the lack of consensus on these roles (Visaria, 2000, p.1745) and/or the domestic role conflict. Domestic role conflict surfaces when the way a woman perceives her roles differs from the definition and anticipated execution of such roles at the counter end. The determinants of such role conflict are taste of food, manner of food preparation, childcare and house management strategies, to name a few. The wife is bitten, thrown utensils and scolded when she plays these roles in the ways, unlooked-for at the other end.

Possession and non-possession of economic resources contrives the socio-psychological strength and weaknesses. Due to women's indispensable accountability to perplexing domesticity, they mostly fail to participate in the economically remunerative pursuits (World Bank, 2009; Mazumdar and Neetha, 2011; Chaudhary and Verick, 2014). Ultimately, married women are circumscribed to have economic dependence on husband and the in-laws. This fortifies the unequal power relation pre-rooted in the patriarchy and commissions the husband to abuse the wife and the victim submits to it (Schuler, et al, 1996). Therefore, husband's grip on family wealth has strong correlation with Domestic Violence (Levinson, 1989), the elemental

<sup>1</sup> When compared to women

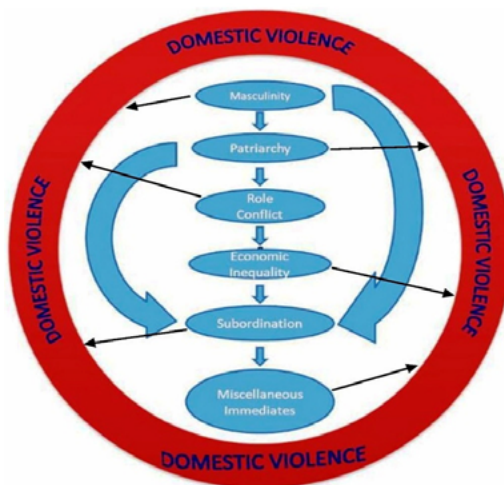
determiner of Domestic Violence being the victim's economic mainstay on her male partner.

Women's subordination as a cultural norm (Fernandez, 1997; Gundappa & Rathod, 2012) stems mainly from the economic inequalities between husband and wife. Women's economic dependence makes them to become support seekers, the providers being husbands. This hands on a licence to abuse and women to put up with it as a result, Domestic Violence reproduces itself in amplified number and proliferation of forms. On the other hand, when the violence transpires, repositioning to the support alternative is culturally stereotyped in Indian society. That means, it offers some socially demeaning options such as taking divorce, going back to parental house or destitution. Divorce ruins the dignity of an Indian woman and staying back in the parental houses diminishes the social reputation of the parental family and the victim as well.

### The Coherent Etiology Model

The abecedarian factors giving ground to Domestic Violence treasure well-founded individual eventuality to cause Domestic Violence. Moreover, each antecedent factor bears a coherent cause-effect relationship with the related factor on deck. In other words, the author's analysis on the etiology reveals that the root of each succeeding factor is entrenched in its preceding factor/s that the author presents in the etiology model. The coherent factors that catalyse supersize and exacerbate Domestic Violence make it wrenching for the victims.

**Diagram: 1. The Coherent Etiology Model (Source: The author)**



Masculine traits that seem intrinsic and somehow inherited, circumstantiate the genesis of Domestic Violence. These traits are again the configuration compounds that nurture and nourish patriarchy. Male dominance and unequal gender relations, having their roots in masculinity, create a socio-cultural sub-structure called patriarchy. The building blocks of patriarchy being more social than congenital play an abounding role in the preeminent socialisation of the child, by which the child in its tender age of social shaping internalises the family role differentials between males and females. Accordingly, gender role segregation gains ground and outgrows throughout life. Female's accountability to domesticity and male's obligation to non-domestic necessary family accomplishments are strictly laid out. Women accede to the domestic chores as their cup of tea and economically refundable tasks are acclaimed as the male's preserve.



Thus, women's engagement more in domesticity than in evident and candidly economically productive pursuits becomes a go of the day, pinching their participation in the labour force. Resultantly, their economic subservience becomes out-and-out. Subordination of women means the belief in and its continuous manifestation of keeping women in a secondary and susceptible class, position and status. No doubt, it has its roots in masculinity and patriarchy, but it directly and incontinently emanates from their economic dependence. This makes them the support seekers and the males the providers and protectors as well. The visible immediate factors like poverty, dowry, alcoholism etc. do not so achingly strike at the root of the issue, those have a strong correlation with masculinity, patriarchy, economic inequality and subordination.

### Theoretical Underpinnings

Bem (1981, p. 355) in his gender schema perspective, explains schema as a cognitive structure, a matrix of associations which guides and organizes one's perception. Throughout childhood, the children remain psycho-socially interconnected with both the immediate and distant males and females environing them. As childhood is a stage of social shaping, the children receive legions of thoughts as well as observational learning from them. The family members and other acquaintances that come in either incessant or intermittent contact with the children transfuse new perspectives and accustom them with immutable sex-typed socio-cultural values and behavioural patterns. Moreover, the children observe

both the masculine and feminine traits reserved in the males and females respectively and they rejoice in executing those through behaviour. When the children keep on maturing and develop the faculties of thinking, reasoning or remembering, the childhood learning puts an evocative impact on these cognitive processes and boys exhibit masculine model and girls feminine. This produces gender dichotomy that continues throughout life through sex typing which is the assimilation of self-concept into gender schema. They act and react towards each other consistent with the pre-existing schematic model. This process forearms the foundation of masculinity and masculinity produces patriarchy, role segregation, economic inequality and subordination and manufactures Domestic Violence against females in each of these stages.

Having its roots in the gender schema, the violence sustains because the social structure and relationship produce frustration in the perpetrator in some form or the other and as a result, the husband reacts paroxysmal and the victim becomes the wife at arm's length. Moreover, the menace perpetuates due to the state's nonfeasance or/and incongruous execution of the relevant legislations due to the malfunction of the social structure. This is the claim of the strain theorists. In reference to its imminence in India, sociological perspective is split into two theoretical camps-feminist perspective and family violence perspective. If we look through feminist lens, the roots of violence lies in gender i.e. the masculine or patriarchal imperium of husband and in-laws over the victim. The feminist perspectives



coalesce into the elemental assumption that, this violence is altogether a corollary of gender inequality and can commensurately be explained through gender lens (Dobash & Dobash, 1979; Kurz, 1989; Yllo, 1993; Anderson, 1997; Johnson, 1995, 2005, 2006 and DeKeseredy & Dragiewicz, 2007). Dobash & Dobash (1979), the sweepingly hailed theorists in the field, viewed that abusing wife is the externalisation of man's pre-eminence on women. Wife ownership and truculent physical violence against her is one of the appalling and perspicuous displays of patriarchal ascendancy. Though it is not legal, discrimination is still working within the fundamental fabric of spousal relationship with respect to gender-based roles, standards as well as social approval of male hegemony. Yllo (1993) found domination as the root of such violence and spotlighted the love affair between power and gender in spelling out Domestic Violence. The family violence perspective sees the violence as an aspect of the larger issue of family disorganization.

### Conclusion and Suggestions

Based on our unfeigned and sagacious understanding of Domestic Violence, it divulges that the theories, factors, issues and stereotypes appertaining to the menace inculcate masculinity and patriarchal gender intolerance and prejudice as the essential reasons behind its enormousness, amplification, perpetuation and non-reporting. It is the proximate product of traditionally entrenched imbalanced power equation. One cannot afford to lose sight of the fact that Domestic Violence turns up as

a normalised and normative practice due to its social legitimisation in camouflage. It is thus beholden that in many instances the violence remains obscured from public eye, which is substantially explained by males censoring tendencies and non-reporting of the offence.

The menace therefore needs to be contemplated through an embedded framework of masculinity, patriarchy, gender, crime and law. In this context, institutionalisation should be antecedent to internalisation. Massive awareness campaigns, embodying community leaders, family counsellors, media houses, non-governmental organisations working on women's concerns, women's organisations and intellectuals working on gender issues need to be generally marshalled with anti-masculinity and particularly anti-Domestic Violence agenda. The torchbearers of the legal agencies can accountably intercede in the cases at hand with insistent case specific sensitivity, perceptivity, proactivism and scrupulosity. The state might dispense the judicial stakeholders entailed in addressing Domestic Violence cases, with necessary and flinty guidelines and heartfelt exercise of discretion. As Domestic Violence is a human right issue, the National Human Rights Commission and its state extension counters, need to have their proprietary wings with Domestic Violence specific schemes and eminently trained officials to work for facilitating reporting of the incidents and execution of the laws.



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# Woman Station House Officer (SHO) of Woman Police Station is Essential for Fair Investigation of Woman Related Cases: A Case Study of Tonk District Police Stations



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## Abstract

*Police deals with the vulnerable people. Vulnerable are those who are victims. Vulnerability is of the highest degree in women. For the minimization of the vulnerability of women victim of the district, Woman Police Stations have been set up in all the districts of the state. Such Police stations are for transparent fair investigation, which is in the preview of the human rights of the victim. Woman station house officer is the in-charge of the Woman Police station of the district. Primary data analysis with respect to secondary data is analysed. Organisational norms of Mahila Police station are there in Rajasthan Police. Bureaucratic organizational norms have been examined. Bureau of Police Research and Development's initiative (National Police Mission) and direction's with respect to Ministry of Home Affairs, India guidelines have been linked with the Mahila Thana norms. Gender mainstreaming with correlation to perceived empowerment, capability, capacity and efficiency is analysed. Job satisfaction of woman Police officers has been seen with their motivation leading to future job of their daughter's. Weakness in the research with future scope is also examined. The findings indicate that at Mahila Thana, woman Police officer as Station House Officer (SHO) is essential.*

**Keywords :** Investigation, woman Police officer, Mahila Thana, Rajasthan Police, Station House Officer (SHO), Tonk, victim, woman Police station (WPS).

## Introduction

In London metropolitan Police, after their induction in 1919, women police officers have the same status as their male counterparts. In India the nascent stage

started taking organizational form in the 90's.

The scope of policing requires broad horizon to include services and community participation for providing justice to

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### Author's Introduction:

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vulnerable sections primarily including women. In the nascent stage in 2004 and innovative step at every Police station, a separate Woman desk has become an inseparable part of Rajasthan Police station. It is there to deal with woman victims. Specialized services for vulnerable sections of society such as elderly, homeless, women and children and programs on community safety, counselling, legal advice, witness protection etc. is provided over there.

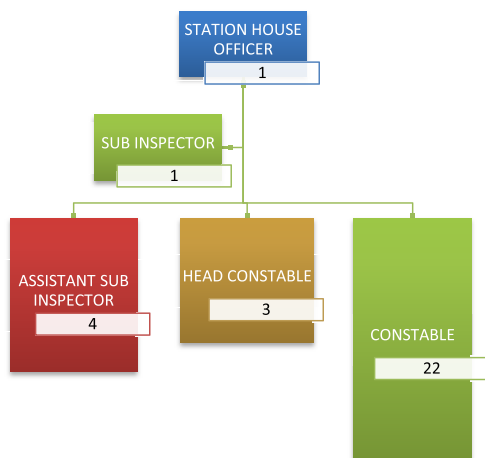
### Mahila Thana- Woman Police Station

With the success gained on this organizational effort of help desk, Woman Police stations had been made an organizational norm and at present, there is one woman Police station in every district.

#### 1. Organisation structure of woman Police station

Investigation of the cases is exactly as per the organisation structure of any other Police station. Sanctioned hierarchy of the organisation structure of woman Police station is as following: -

**Figure 1 Organisation Structure**



As per the sanctioned organisation structure, investigation officers are getting the workload depending upon the seriousness of the crime. As per the sanctioned organisation norms there need to be 22 constables, 4 Head constables, 3 Assistant Sub-Inspectors and , one Sub-Inspector under the supervision and leadership of an SHO.

From 2017 (Rajasthan Police, 2021), all the districts are having one woman Police station. Inter and intra organizational units of Woman cells, headed by senior officers are there, to ensure fair investigation in all the cases related to Woman atrocities. Director General of Police has reviewed and has directed in the standing order number 05/2020 that ADGP Civil Rights has been allocated work of (Rajasthan Police, 2021) all, “policy matters relating to crime against Women”.

Presently Woman Police stations (Mahila Thana) headed by woman inspectors are successful in following initiative of the Rajasthan Police, in compliance of the different departmental circulars and, standing orders. All are having accessible video recordings.

Bureau of Police Research and Development, India is also conducting survey since March 2019 as per following directions of Ministry of Home Affairs, India (2019).

“The survey is aimed to understand public perceptions about Police, gauge the level of non-reporting of crimes or incidents to Police, the position on ground relating to crime reporting & recording, timeliness and quality of Police response and action, and to



assess citizens' perception and experience about Woman and children's safety." (MHA, 2019, p, 1)

Performance measurement system (PMS) for the Police station has been applied in Rajasthan Police in 2016 at all Police stations of the state (861 Police stations including Woman stations (SCRB, 2016).

## Hypothesis

Ho: Woman Police station headed by woman Station House Officer (SHO) is not necessary for fair investigation of Woman related cases.

Ho1: Woman Police station headed by woman Station House Officer (SHO) is deception for fair investigation of Woman related cases.

### 1. Alternative Hypothesis

Ha 1: Woman Police station headed by woman Station House Officer (SHO) is not essential for fair investigation of complaints made by women.

Ha 2: Woman Police station headed by woman Station House Officer (SHO) is partly needed for fair investigation of complaints made by women.

Ha 3: At all the ranks, only woman Police personnel are required at woman Police station

Ha 4: Rotation of only woman Police officer in day and night is essential

Ha 5: Woman Police station headed by woman Station House Officer (SHO) is essential for fair investigation of complaints made by women.

## Research Methodology and Measurement

Primary and secondary data as the basis of quantitative tools of research will be included in the methodology.

### 1. Statement of the research problem

There is an urgent need to enhance Mahila Thana and appointment of Woman inspectors as their Station House Officer's (SHO) which also involves community participation at different levels. It is more closely integrated with society and transparent investigation.

Author will research on the subject of necessity of woman Station House Officer of "Mahila Thana", essentially for fair investigation of woman related cases. Researcher will request the sample groups of woman Police officers of Police stations from the different stakeholders for filling the questionnaire, leading to primary data analysis. Primary data analysis will be done with reference to actual secondary data of the Tonk district, for hypothesis testing of the research.

### 2. Scope of the research

From 2017, Rajasthan Police has Mahila Thana in all the districts, but all the Police stations are not having woman Police officers as their SHO. The National Police Mission (BPRD, 2019) is the research-based mission to provide infrastructure for challenges and governance at national and state level. Author is trying to research on the success of the public policy in the appointment of women officers as the in charge of "Mahila Thana" (Woman Police station), for speedy



disposal of the investigation of the cases registered by woman victims.

### 3. Conceptual approach used with reasons

Experimental research design and quantitative research strategy based on primary and secondary data is used. Primary data based on questionnaire from sample of 246 Woman Police personnel is taken. Author tries to frame the questionnaire based on questions where sample groups are able to answer for refining the process of woman Police officer as in charge of Mahila Thana as a necessary pre condition for the transparent investigation and disposal of the Woman victim's cases.

With reference to caring function for vulnerable (woman) victims, Bureau of Police Research and Development, India is also conducting survey since March 2019 as per following directions of Ministry of Home Affairs, India (2019).

“The survey is aimed to understand public perceptions about Police, gauge the level of non-reporting of crimes or incidents to Police, the position on ground relating to crime reporting & recording, timeliness and quality of Police response and action, and to assess citizens' perception and experience about Woman and children's safety.” (MHA, 2019, p, 1)

### 4. Sample selection

A purposive sample of 246 Woman Police personnel from the rank of constables to inspectors in Rajasthan Police, who have been employed and/or are employed at “Mahila Thana” (woman Police stations), has been taken.

### 5. Questionnaires

To collect primary data, a well-structured questionnaire based on the following 10 parameters to introduce, enhance and improve essentially, posting of woman Police inspector as Station House Officer of Mahila Thana in Rajasthan Police has been framed. Sample has been taken of women personnel up to the rank of inspectors.

- Sexual harassment before joining Police department
- Sexual harassment after joining Police department
- Domestic violence from family and relatives after joining Police service
- Job satisfaction
- Future of sibling with respect to present job
- Success in resolution of victims issues

The respondents were requested to mention their perceived agreement or disagreement (by ticking in the appropriate column) about the statements based on above mentioned 6 parameters.

- Capability in solution of victim's problem
- Department's catalytic role in enhancing decision making
- Transfer's vis-à-vis male officer's
- Empowerment after joining Police service

The respondents were requested to mention their perceived agreement or disagreement (by ticking in the appropriate column) about the statements based on above mentioned 4 parameters on the Likert's four-point scale, viz.;

Less than 20%	1
20% to 50%	2



More than 50% 3  
No 4

Respondents of the sample data exhibited excellent cooperation. Questions were answered after their confirmation that the answers provided by them would be kept anonymous and confidential. After the confidence building exercise (C.B.M.), they were instrumental in the successful completion of the research. For any lacuna or weakness, author is responsible and accountable.

Secondary data of crime against woman victim's registered at Mahila Police station of Tonk, for the period 2013-2020 from the different strata is analyzed for comparison. Secondary data is taken for removal of biases from the primary data analysis, because empirical research has also proved that that the Woman inspectors, who are the sample group, will get benefited. Following table depicts status of cases (First Information Report's) registered by woman victims at Mahila Thana, Tonk district during 2013-2020.

## 6. Secondary Data

**Table A. Status of cases (First Information Report's) registered by Woman victims at Mahila Thana, Tonk district during 2013-2020**

S. No	Year	FIR's	Charge-sheet (%)	False	Compromise	Pending %	Acquittal
1	2013	316	177 (56%)	139	21	-	49
2	2014	337	204 (60.5%)	133	24	-	62
3	2015	355	226 (63.7%)	129	34	-	55
4	2016	321	204 (63.6%)	117	31	-	25
5	2017	285	203 (71.2%)	82	25	-	10
6	2018	289	236 (81.2%)	50	13	3 (1.03)	12
7	2019	305	214 (70.2%)	90	1	1 (0.32)	2
8	2020	265	141 (53%)	87	-	37 (13.9)	-
<b>Total</b>		<b>2473</b>	<b>1605</b>	<b>827</b>		<b>41 (16.5)</b>	<b>215</b>

Source: - Received from Tonk district.

With respect to false complaints, initially, when the woman Police Stations were started, the reporting of cases were also high and even false cases were high-316

FIRs and 139 false Cases (43.98% Cases were false), as exhibited in the following Table B.

**TABLE B. Percentage of false cases**

S. No.	Year	FIRs	Charges sheet %	% of False Cases
1.	2013	316	56 %	43.98 %
2.	2014	337	60.5 %	39.96 %
3.	2015	355	63.7 %	36.33 %
4.	2016	321	63.6 %	36.44 %
5.	2017	285	71.2 %	28.77 %
6.	2018	289	81.2 %	17.29 %
7.	2019	305	70.2 %	29.50 %
8.	2020	265	53 % (Pending 13.9%)	32.38 %

Source: - Received from Tonk district.

With reference to increase in FIR registration, a research by IZA initiated by Deutsche Post Foundation, "Gender Crime and Punishment: Evidence from Woman Police Stations in India" also find the same.

The opening of woman Police Station is associated with an increase in Police reports of Crime against woman by 29%, a result driven by domestic violence.

The presence of a WPS is associated with a small decrease in reporting of GBV to mixed-gender stations, but that this is overwhelmed by a larger increase in reporting to WPS in line with the total increase in GBV reports that we find.

As the Police Station is established in the city with women personnel, women complainants may feel very secure and

come forward to report the cases without hesitation.

With regard to increase in false cases during initial period, it may be due to unchecked registration of cases in order to build trust amongst the public. The above fact is also supported by the research study by Banerjee et. al. 2021 in his Rajasthan Survey.

"The differential decrease for violent crimes; rape or molestation survey rates are 43% reported to the Police and assault is only 11% in the survey. While the biggest reason was lack of importance perceived by the victim (28%), incapable of helping (20%) or unwilling to help (17%)".

Till the year 2021, following is the status of the convicted, compromise and acquittal cases-

**Table C. Status of decision**

S. No	Time period	Total no. of decision cases	Judicial decision		
			Compromise	Acquittal	Conviction
1	2013-2021	402	63	269	70

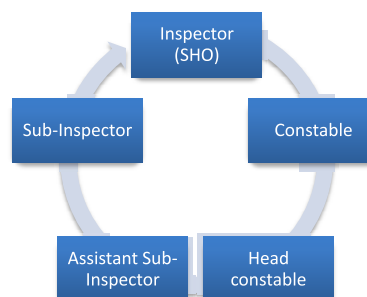
Source: - Received from Tonk district.





Compromise cases are the cases where the compromise has taken place during the judicial proceedings, while the compromise exhibited in Table A is the compromise of the cases during the investigation. As per the nature of the complaints and cases, the hierarchy of the Investigation officer has been as following: -

**Figure 2 Hierarchy of Investigation officers**



**All the cases are put up to SHO as per Indian judicial procedure.**

### Testing of Hypothesis

**1. Ho: Woman Police station headed by woman Station House Officer (SHO) is not necessary for fair investigation of woman related cases.**

**Table 1. Sexual harassment before and after joining Police service**

S.No.	Question 1 and 2	Yes	%	No	%
1	Have you faced sexual harassment before joining Police department?	0	0	246	100
2	Have you faced sexual harassment after joining Police department?	2	1	244	99

Criticism is made that woman Police officers are not fit for performing the duties in the investigation because they have a perception against the male victims and they don't conduct fair investigation. Rather, after joining service, they are confident in illustrating the facts, due to code of conduct at work place (Vishakha Guidelines, 2021). Table 1 depicts that only 1% have faced it, and the reason is awareness of the law (The Sexual Harassment of Woman at Workplace (Prevention, Prohibition and Redressal) Act, 2013), so the complaint has been placed in the era of gender mainstreaming and workplace conduct. On the other hand, the

empirical secondary data reveals that in the Tonk district from 2013-2020, out of 2473 cases registered, charge sheet has been put up in 1605 cases (64.9%). At the same time, in 149 cases there had been compromise. Hence the null hypothesis.

Ho: Woman Police station headed by woman Station House Officer (SHO) is not necessary for fair investigation of Woman related cases, **is completely rejected.**

**2. Ho1: Woman Police station headed by woman Station House Officer (SHO) is deception for fair investigation of Woman related cases.**

It is alleged that that woman SHO, are not fair in the investigation because they themselves have been the victims of domestic violence

before joining the service and after joining the service.

**Table 2. Personal domestic violence during the job**

S.No.	Question 3	Yes	%	No	%
1	Have you suffered domestic violence from family and relatives after joining Police service?	11	4%	234	95%

In India cases are registered under the domestic violence act (The Protection of Woman from Domestic Violence Act, 2005). In the sample group, only 4% have suffered and reasons apart from awareness of the law being in Police service might have been multiple regarding which, further research is required in this arena. With relation to the pendency of the cases on 1<sup>st</sup> January of the concerned year, empirical data of the period from 2018-2020 of the Tonk district reveals, only 1.03% for 2018, 0.32% for 2019 and, 13.96% are pending till December 2020. For the year 2020, the main reason for the pendency is that most of the pending cases are registered in the last quarter of the year. Year 2018 and, 2019 data reveals that Mahila Thana is reaching the departmental target of pendency below 5%. Station

House Officers of Police station reaching the departmental head are awarded with reward of commendation certificate. Hence hypothesis that Ho1: Woman Police station headed by woman Station House Officer (SHO) is deception for fair investigation of Woman related cases, **is rejected**.

### 3. Alternative Hypothesis

**3.1. Ha 1: Woman Police station headed by woman Station House Officer (SHO) is not essential for the woman Police station for fair investigation of Woman complaint.**

Alternative hypothesis is examined with reference to the evidence collected in the primary data analysis of the tables along with the secondary data and correlation amongst both type of data.

**Table 3. Transfers vis-à-vis male colleagues**

S. No.	Q7. Have you been able to take transfers equal to your male colleagues			
	Less than 20%	20% to 50%	More than 50%	No
1	40	41	149	16
%	16	17	61	7

Mahila Thana headed by woman officer are essential, as per the departments norms and practically inefficient station house officers cannot work efficiently at the Police

stations, as illegal investigation leads to law and order crime and corruption issues. From the sample more than 50% officers (61%), have been given transfer vis-à-vis



male colleagues. Respondents' replying for no has been only 7%. Hence, Ha 1: Woman Police station headed by woman Station House Officer (SHO) is not essential for the woman Police station for fair investigation of Woman complaint, **is partially accepted.**

**3.2. Ha 2: Woman Police station headed by woman Station House Officer (SHO) is partly needed for the woman Police station for fair investigation of Woman complaint.**

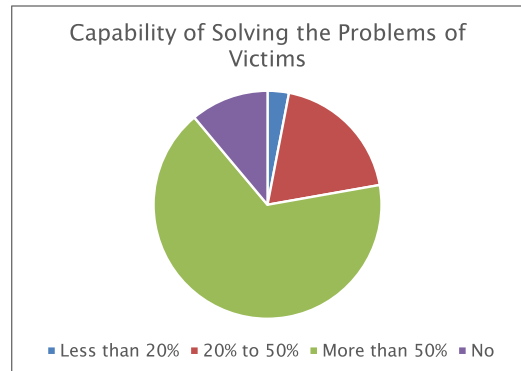
**Table 4. Perceived empowerment on joining the Police service**

S. No.	Question 4			
	How do you feel empowered after joining the Police service?			
	Physically	Mentally	Financially	All of the above
1	0	5	30	211
(%)	0	2	12	86

Amongst the woman Police station headed without gender consideration, on the basis of the public policy dynamics that there should be no discrimination, it is said generally that woman SHO are not fit for the tedious job, rather they are empowered after joining the service. Primary data analysis, as exhibited in the table entitled about the perceived empowerment on joining the Police service, clearly explains that 86 % are empowered after joining the Police service. Academically, argument is valid that, this data if compared to the woman officers of other sectors, then more or less perceived empowerment exists there also. But there is positive correlation with the secondary data (Table A) of "Tonk Mahila Thana". For the period of 2013-2020, the parameters of success have been of qualitative and quantitative form. Charge sheet have been in 64.9% cases, with compromise in cases (149) and, pendency have been only 1.03% (2018), 0.32 (2019), with no pendency of the cases of 2013-2017. This has been possible because of their capability of solving the

problems of women victims who have approached them for justice after the crime (Table 5).

Figure 1. Capability of solving the problems of victims



Though, more than 50% have been 66%, but the parameters of success of charge sheets and compromise had been appreciated with respect to the parameters of success, as they had been excellent with respect to the Police benchmarks of the state. Hence, Ha 2: Woman Police station headed by woman Station House Officer (SHO) is partly needed for the woman Police station



for fair investigation of Woman complaint, **is partially accepted.**

**Real case study of heinous crime leading to panicked woman University.**

### **Crime area**

**Banasthali Vidyapith University, Jaipur** is a fully residential women's university, offering courses from primary to Ph.D. level. National Assessment and Accreditation Council (NAAC) have accredited the University with 'A' Grade. It offers a number of UG, PG, and Doctoral level Programs under various departments.

### **Author's posting**

Posted as Superintendent of Police, Tonk on October 05.12,2012

### **Law and order problem**

Around 8 PM, received telephonic call from (male) Station House Officer (SHO) of Police station Niwai (Tonk) that thousands of students stood in front of the main gate and are screaming shouting slogans of WE WANT JUSTICE. Male officer had been the SHO of the Police station.

### **Entry of woman officer at the spot**

Author reached the spot and asked their demand, the representative of students said that they wanted all local and national media to be present, which was meted out and within half an hour all the media was present.

### **Media role**

In the presence of media, they said that 2 students were raped in the campus and the University is not revealing the facts and the girls were locked inside the hostel room.

News had been sent everywhere.

### **Uniformed force not allowed**

They have not allowed the uniform forces to enter the campus because they thought that the management might change the room. Author assured them that he will pose as the relative of one of the students so that he is allowed inside the campus premises

The security guards believed the author and allowed him to go inside. They requested the hostel warden to see the relative student but were refused since it was already late. He apologized to her saying that bus was late and eventually the main gate was opened.

As per our plan, already students were hiding in and around that building and when it was opened the author told the hostel warden to open the room which was locked outside, she refused to open and I revealed my identity that I was a superintendent of this district, if she didn't open, she would be charged with criminal offense. She said that she would ask management, meanwhile the students managed to open the lock with stones.

### **Discovery of victims**

Author discovered two scared young adolescent teenage girl students (14 to 15 years) old, inside the room, who were scared. Their hiding led to the mob violence and resulted in vandalism of building and vehicles inside the campus.

### **Woman Police officer action**

By honest and ethical assurance, author could convince the mob that clear and



lawful action will be taken in front of them. Immediately, he called all subordinates and statements were taken from the vulnerable victims.

**Incident and location of vulnerable victims**

2 days before, victim had told about her ill-health to warden and was sent by ambulance to the hospital. Inside the ambulance, she was sexually harassed by the driver. Victim complained the incident to management, they assured that they would take an action against ambulance driver and after that victim was kept in this room, not allowed to move around or interact with her friends.

**Investigation and registration of First Information Reports at the spot**

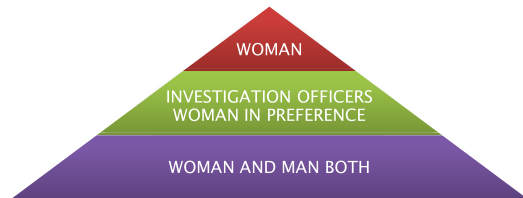
Swiftly, author told about this incident to the students, but they thought that author and author’s team were complying with the management. Later on, after the registration of the three FIRs against ambulance driver, hostel warden and anonymous accused, the students were convinced. Different woman officer’s team had been formed to investigate the case and maintain law and order.

**Conclusion**

Author and team were able to maintain peace, handle law and order in the night and, FIRs were registered against the accused. Author agrees that the research may be biased, but at the same time it is a proven fact in umpteen situations that in the incidence of law and order comprising of women victims, woman officers are essential.

**Hence, Ha 5.3.3: At all the ranks only woman Police personnel are essential at woman Police station**

**FIGURE 4 RANKS OF WOMAN POLICE PERSONNEL AT POLICE STATION**



Women Police personnel should be there at every rank at woman Police station but that does not imply that male Police personnel should not be there. Rather to face law and order and during the arrest, their support needs to be there. Hence, Ha 3: At all the ranks only woman Police personnel are essential at woman Police station is partially accepted.

**At the same time with the reference of the real case study hypothesis, Ha 5.3.4: Rotation of only woman Police officer in day and night is essential.**

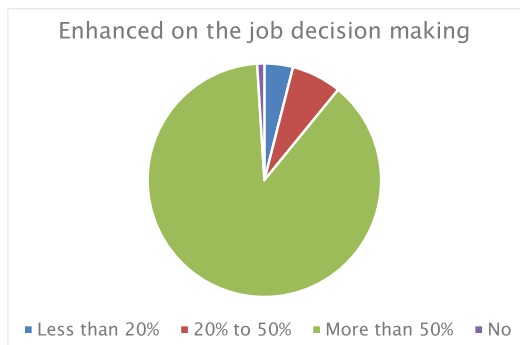
At district woman Police station, presence and rotation of woman officer is essential. In all other Police stations day and night rotation of male and female Police officers as the SHO of Police Station is sufficient. Hence, Ha 4: Rotation of only woman Police officer in day and night is essential is accepted.

**3.5 Ha 5: Woman Police station headed by woman Station House Officer (SHO) is essential for fair investigation of Woman complaints.**

The enhanced empowerment (86%), transparent transfer opportunity (61%),

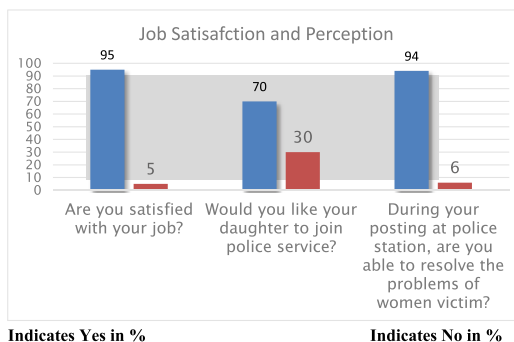
capability of solving the problems by more than 50 % degree by the sample group (66%), has resulted in the positive fact of 89% of the sample officers in “decision making”, more than 50% situation, in less than 20%, it is 4% and under 20% to 50%, it had been 7% and no decision making had been in only 1% situations (Table 6). Significantly, there had been success, as exhibited in the success parameters of the secondary data (Table A).

**Figure 5. Enhanced on the job decision making**



Empowerment, capability and, status of Woman SHO of “Mahila Thana” has increased, as they are successful in satisfying the society and community. As exhibited in the analysis of the table of job satisfaction, they understand the vulnerable victim of the same sex (94%) in a better way vis-à-vis male SHOs. Community policing is part of Police service, which is a state subject in the federal Constitution of India. Their success has led to their increased job satisfaction in personal life also, as exhibited in the Figure 3 (Table 7) of job satisfaction (95%) that, they also want (70%) their family members (sister/daughter) in the Police service.

**Figure 6. Job satisfaction and perception for family member**



Primary data analysis with reference to secondary data signifies that, from the sample group of woman Police officers (SHO) of Mahila Thana, out of 2473 First Information Reports, 1605 cases have been charge sheeted, 827 Final report of mistaken of facts and, 149 compromises had been there in the period from 2013-2020, with almost no pendency till 2019. Performance measurement system (PMS) for the Police station has been applied in Rajasthan Police in 2016 at all Police station of the state (861 Police stations including Woman stations (SCRB, 2016).Woman Police officers have given excellent performance (Schuchter and Levi, 2015). Vulnerability of woman victims has been minimised. This has been possible because of policy of posting of woman Station House Officer at Mahila Thana Tonk in Rajasthan Police.

**Hence, hypothesis that, Ha 3.5: Woman Police station headed by woman Station House Officer (SHO) is essential for fair investigation of woman complaints, is fully accepted, as it is supported by evidence gathered here.**



## Conclusion

Job design and nature of the Mahila Thana in the organizational structure and in the era of gender mainstreaming and ethical policing requires caring nature of officers dealing with the vulnerable section of the Woman victims. Woman Police officers as the Station House officers are capable and empowered. They are efficient in dealing with the investigation and ensure good governance and all the public policy dynamics of policing in rural and urban areas of Rajasthan Police. Hence in all the Mahila Thana of Police, women Police officers need to be posted as in charge of Police stations.

## Scope for further study

All over the nation, different organisation wings are working for impartial investigation in women related crimes. In Rajasthan Police the wing is under ADGP Civil Rights, with respect to policy matters (Rajasthan Police, 2021). For ensuring good governance, which leads to motivation of the citizens too (Bukovansky, 2006) compliance of the departmental orders for minimization of the crime is required.

Initiatives like AAWAJ (Rajasthan Police, 2019) - Action against Woman related crime and awareness for justice, Muslim Woman (Protection of rights on marriage) ordinance, Apnibaar, Rajjivika programme and, Asha Sahayogini programme will lead to success of the public policy dynamics of policing. Orders related to eve teasing and chain snatching and, law and order related to inter-caste marriage have to be checked at grass-root level. To ensure success of

female nodal officers of all ranks for keeping the name of the victim secret and implication of the provisions of Section 327 Cr.P.C., initiation of help from self-help groups (Rajasthan Police, 2021) like United Nation Volunteers (UNV, 2021) through community policing be made. Woman Police Stations opening (Amaral, Bhalotra and, Prakash, 2021) at nascent stages in India lead to registration and conviction of the cases without any delay. All these dynamics will increase inter and intra linkages of Woman Police station and will ensure in minimization of vulnerability of Woman victims, who are looked after by Mahila Thana SHOs.

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# Untold Misery of Acid Attack Victims: Causes, Impact, Legal Framework and Challenges



Dr. Sonal Shankar\*

## Abstract

*There has been an alarming rise in cases of acid attacks on women in India during the last decade. Acid attack is the most heinous and gruesome crime which is perpetrated so overwhelmingly against women that it can justifiably be regarded as the most horrifying gender-based crime against her in which usually the male perpetrator cold-bloodedly seeks to inflict permanent body damage and repulsive facial and bodily scars on the victim to leave her in such a miserable condition that she loses her self-esteem and becomes social recluse feeling unwanted by society. Acid attack results in severe and deleterious physical, psychological, social and financial consequences on its victims. In absence of a specific legal provision up till 2013, acid attack was clubbed in the general category of offences The Criminal Law (Amendment) Act of 2013 finally recognized acid attack as a separate offence that now carries a maximum punishment of life imprisonment and a fine(S326 A). Attempt to commit an acid attack is also punishable(S 326B). The Amendment Act of 2013 aims to take care of the cost of medical expenses and rehabilitation under section 357 B of the Code of Criminal Procedure which was further amended in the year 2018. One aspect of prime importance relating to the crime of acid attack is a time consuming medical recovery, multiple reconstructive surgeries and the tremendous financial cost associated with it for which the meagre resources of the attack survivors and the compensation amount received by them is grossly inadequate. The compensation amount requires to be substantially enhanced. Despite strict guidelines given by Apex court and regulations framed by various states, there is a crying need for very strict supervision of sale of acid by licensed retailers. This paper seeks to examine the problem of acid attacks from all aspects in detail and come up with appropriate, workable and practical remedial suggestions to greatly mitigate the 'acid attack' victims' suffering and associated problems.*

**Keywords:** *Acid attack victim, patriarchy, suppression, compensation.*

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### Author's Introduction:

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## Introduction

Women, have been subjected to suppression, discrimination, restrictive control, subjugation and violence by the patriarchy bound male dominated society in India since time immemorial. The legislature has not been indifferent to the need of reform, upliftment and empowerment of women. Various legislations protecting women from discrimination, violence and different types of 'women – specific' crimes have been enacted by the legislature since Independence, such as 'The Prevention of Women from Domestic Violence Act, 2005', 'Dowry Prohibition Act, 1961', 'Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013', 'Indecent Representation of Women (Prevention) Act, 1986', 'Equal Remuneration Act, 1976' etc.

The Constitution of India, too, has granted a dignified status to women. Constitutional ideals of Equality, Justice and Liberty are available both to men and women alike

However, mere enactment of laws does not ensure any real change in the way society perceives women and therefore, there is not much improvement in social condition of women, owing to conservatism, traditionalism and rampant orthodoxy. The biggest impediment to the empowerment of women is a deeply entrenched patriarchal mind set. Out of this mind set arises the male sense of entitlement, which expects a woman to agree to all his unreasonable demands and does not recognize her right to refuse.

Out of the long list of acts of violence committed against women, acid attack perhaps is one of the most horrendous forms of violence inflicted on them, which leaves debilitating physical and mental scars on her throughout her life. Acid attack can be classified as one of the most heartless and vindictive crime against women, because it inflicts maximum physical, psychological, social and financial pressure on them. Though instances have been reported where acid has been thrown on men, however, such cases are negligible and it is mostly the women who are victims of such acid attacks. India has one of highest number of acid attacks in the world on women, and abysmally low conviction rates.

The object of the present article is to understand the causes behind such attacks, the severe health, economic and social consequences resulting from such attacks, the legislative framework punishing this specific offence and that governing the compensation for medical care and rehabilitation of acid attack victims, existing challenges so as to offer effective suggestions.

## Causes of Acid Attacks on Women

"Acid attack is often projected as a "crime of passion", fuelled by jealousy and revenge. Actual cases, though, show that they are usually the result of rage targeting women who dare to refuse the advances of a male"<sup>1</sup>. Acid attacks on women primarily arise from the pernicious mind set of an 'entitled male', who perceives the woman to be so

1 Pooja Jaiswal, AK Bhartiya, "Acid Attack" in NMP Verma, Alpana Srivastava "The Routledge Handbook of Exclusion, Inequality and Stigma in India" (edt.) (2020) Imprint-Routledge India, London ,373DOIhttps://doi.org/10.4324/9780429295706



subjugated, that in his view she has no right to spurn/refuse a request for a romantic relationship or marriage or a demand for sexual favours from him. “And if she dares to refuse, she ought to be taught a lifetime lesson by disfiguring, blinding and maiming her through a vicious acid attack”<sup>2</sup>.

However, the above cause is not the only reason, women have acid thrown at their faces and bodies for a variety of other reasons, too. Many cases have been reported where husbands have thrown acid on their wives. In our society there is a systematic in-doctrination of the fact that women are not to show any dissent or protest. Acid throwing cases have been reported for reasons like- doubting the character of wife<sup>3</sup>, mere refusal of wife to cohabit<sup>4</sup>, refusal to grant divorce<sup>5</sup>. Acid has also been thrown for reasons like – acceptance of a job offer<sup>6</sup> or to settle a property dispute<sup>7</sup> etc.

It is clear that the prime cause of such attacks is the mind set that women are inferior to the men and are supposed to be compliant.

The second aggravating factor for such attacks can be, easy and across the counter availability of an acid bottle without any enquiry by the acid seller. Even after the specific guidelines of the Apex court regarding the procedure regulating sale of acid, the court guidelines have not been

accorded due importance and the states have not taken required steps to strictly regulate sale of acid. Most of the retailers selling acid across the counter do not ascertain the identity of the buyer from a valid photo identity proof and note down their names and address in a register as given in the ID proof. Unregulated and over the counter sale of various acids continues unchecked.

Continuous perpetuation of violence on women can also be attributed to lack of education, awareness and sensitivity in both men and women alike regarding respecting each other’s human rights and having mutual respect for each other. As a matter of fact, domestic violence on women is so rampant and widespread in Indian households that men are mentally conditioned to inflict such violence on women, having witnessed it for a long time and regard it as normal.

## Devastating Impact of Acid Attack on its Victims

### A. Physical Impact

Acid attack has devastating physical consequences. It can range from debilitating physical injuries to death. Such attacks lead to severe disfigurement of any part of body with which it comes in contact with. In fact, sometimes depending on the severity of the contact, not only the skin but the bones of

2 1. *Laxmi v. Union of India and Ors*- 2014 SCC 4 427,  
 2. *Parivartan Kendra vs. UOI & Ors*-,  
 3. *State of Maharashtra v. Ankur Panwar*- Criminal Confirmation Case No. 3 of 2016 with Criminal Appeal No. 139 of 2017. Decided On, 12 June 2019(Bombay),  
 4. *Ramesh Dey and Ors. vs. State of West Bengal*, Decided on 16/5/2007 and many other cases.  
 3 *Marepally Venakata Sree Nagesh v. State of A.P.*, (Andhra Pradesh HC, 2002 Cri LJ 3625)  
 4 *Devanand v. The State* (1987 (1) Crimes 314)  
 5 *Revinder Singh Vs. State of Haryana*(AIR 1975 SC 856)  
 6 *Jalahalli Police Station v. Joseph Rodrigues*, Karnataka HC, 2006  
 7 *Ram Charitarr and Anr. etc. vs. State of Uttar Pradesh etc.* Appeal (crl.) 329 of 2006, Decided on (04.04.2007 Supreme Court)



the victims can also get dissolved. Extent of injury is determined by the concentration of the acid and the time duration for which it comes in contact with the skin. Acid attack victims have been reported to suffer complete burning of face, eyes (causing blindness), shrivelling up of ears, melting of nose. Acid burns everywhere it touches. The biggest immediate danger for victims is breathing failure. There is unimaginable and unbearable pain to victims.

“When burns from acid attack heal, they form thick scars which pull the skin extremely tight and can cause disfigurement. For instance, eyelids may no longer close, the mouth may no longer open and chin becomes welded to the chest”<sup>8</sup>.

### **B. Psychological Impact**

Acid attack is the most heinous and gruesome attack which inflicts permanent body damage and repulsive scars over the whole body of the victim and leaves her in such a wretched and pitiful condition that she loses her self-esteem, confidence, sense of self-worth and becomes a loner, feeling unwanted by society. Such attacks lead to untold misery and mental trauma. Such victims harbour deep feelings of being disliked and hated. “As per a study done by many medical experts in Lucknow (U.P.) on 52 acid attack survivors, it was reported that none of the 52 victims were found to be mentally sound, all were depressed,

anxious, insomniac etc. Some were anxious and depressed as they lost their vision, hence they considered themselves as a burden on the family, 1.9% lost their job, 5.8% were ostracized by society, 3.8% suffered in having a normal married life and 5.8% attempted suicide”<sup>9</sup>.

### **C. Social and Economic Impact**

Acid attacks lead to severe social and economic consequences. Such attacks usually leave the victim extremely disabled, making her totally dependent on either her husband or other family members for everyday needs, such as eating and other small tasks. They face prejudice and bias from society for their entire lives and feel abandoned and unloved. They are embarrassed that people will get scared or laugh at them and many hesitate to leave their homes, fearing an adverse reaction from the outside world. “Victims who were not married are not likely to get married and the victims who have got serious disability because of the acid attack, like blindness, will not find jobs and earn a living. Discrimination from other people, or disabilities such as blindness makes it very difficult for victims to fend for themselves and they become dependent on others for food and money”<sup>10</sup>. Victims also lose their jobs due to disabilities thus making them totally dependent on others for any kind of monetary help. The society also loses the productive hands which would have

8 226<sup>th</sup> LAW COMMISSION OF INDIA Report submitted to the Hon'ble Supreme Court of India for its consideration in the pending proceedings filed by one Laxmi in W.P. (Cri.) No. 129 of 2006 on “The Inclusion of Acid Attacks as Specific Offences in the Indian Penal Code and a law for Compensation for Victims of Crime” Report no 226, July 2009 available at <https://lawcommissionofindia.nic.in/reports/report226.pdf> [Accessed on 20.03.2021]

9 Singh M, Kumar V, Rupani R, Kumari S., Shiuli, Yadav PK, Singh R, Verma AK, Acid attack on women: A new face of gender based violence in India. Indian J Burns [serial online]. Available at <https://www.ijburns.com/text.asp?2018/26/1/83/253842>[Accessed on 20.03.2021]

10 Supra note 9 at P.13.



continued to work but for such attacks.

### Role of Judiciary

Though the rate of disposal of acid attack cases have been very slow and compensations in few of such cases have been abysmally low, Judiciary has nevertheless played a positive role in protecting rights of women and uplifting them. In case of Acid attack victims few landmark judgments must be noted.

Alarmed by the severity of Acid attacks and the misery of the victims, the Apex Court gave detailed guidelines regarding sale and purchase of acids, compensation and medical care to victims, in the case of *Laxmi v. Union of India and ors*<sup>11</sup>. These guidelines came in the form of successive orders from the year 2006 till 2014. In this case *Laxmi*, just a 15 year old girl was thrown acid for refusing to marry a 32 year old man. There were no provisions under IPC to specifically address such a crime at that time, the remedy she got under IPC was much less than her medical expenses. The perpetrators of the crime were convicted, however, later on, they were released on bail. Shocked and traumatized, she filed a PIL in the Apex Court in the year 2006 for introduction of a new law on acid attacks, besides also asking for banning the easy availability of acid, compensation to victims, medical aid, and provisions of rehabilitation for such victims.

The Supreme Court issued various guidelines such as absolutely prohibiting ready sale of acid across the counter,

unless the seller maintains a proper record containing the names and addresses of purchasers, It further said that consumer should show a proper Identity card at the time of buying the acid and the acid should not be sold to minors, the Apex court also insisted on proper stock-keeping of acid and directed that all such stock should be confirmed by the seller with the concerned SDM within a time frame of 15 days, failing which the goods shall be confiscated by the SDM and a fine of Rs. 50,000/- shall be imposed on such seller. The most important guideline provided by the Court related to compensation. It directed the Central/State governments to specify a minimum compensation of at least 3 lakhs as the aftercare and rehabilitation cost. The Court also gave directions to ensure that no hospital/clinic should refuse to give medical care to such victims on ground of not having specialized facilities; first aid has to be administered to such victims. The Court also said that “action may be taken against hospitals/clinics for refusal to treat victims of acid attacks and other crimes in contravention of the provisions of Section 357C of the Code of Criminal Procedure, 1973”<sup>12</sup>.

In the above case, the Government of India collected data of acid attacks from all over the country and filed the affidavit in the court. The state governments also put a ban on acid sale and declared it as poison. This case also focused on the need for amendment in law, which led to the 226<sup>th</sup> Law Commission Report, mentioning

<sup>11</sup> 2014 SCC 4 427

<sup>12</sup> *Ibid*



“The Inclusion of Acid Attacks as Specific Offences in the Indian Penal Code and a law for compensation for victims of Crime which was submitted to the Supreme Court for its consideration in the above case.”<sup>13</sup>

This case is an important landmark in the quest of justice for acid attack victims.

In the year 2013, in a Public Interest litigation, the Supreme Court in the case of *Parivartan Kendra vs. UOI & Ors*<sup>14</sup> recognized Acid Attack Victims as disabled. This case brought forth the issue of two sisters belonging to *Dalit* community in Bihar, who were cruelly attacked by acid on 21<sup>st</sup> October, 2013. One of the sisters suffered 90% burns on her face; The Court directed the state government to provide a compensation of Rs. 10 lakhs to the acid attack survivor and Rs. 3 lakhs to the other Sister. The Women’s group *Parivartan Kendra* which filed the PIL in association with Human Rights law network, argued that the amount of 3 lakhs which was mentioned in the Case of *Laxmi vs UOI* (as discussed above) is nominal, specially in cases where survivors suffer grievous injuries on their bodies, which should be an important matter to be taken into consideration while calculating the compensation. The need for rehabilitation of the survivors along with their immediate care and sensitive and skilful handling of such cases was stressed by the litigants.

The court criticized the Centre and the State for not being able to fulfil the legal guarantee of free medical aid. It also raised questions

on steps taken for rehabilitation of the victims and inadequate compensation scheme. It further said that, authorities must keep a strict vigil on acid distribution framework and proper action must be taken against defaulters. The Court has also observed that, the compensation should not only be awarded for physical injuries but also for mental pain and humiliation, the victims’ inability to lead a full and dignified life must also be taken into account. The apex court also stressed the need for private hospitals to provide free treatment to acid attack victims, which should not only include the medical treatment but also the medicines, food, and reconstructive surgery. Most importantly, apart from ordering for compensation of Rs. 13 lakhs, the Court also gave directions to all the states and Union territories “to consider to take rightful steps in relation to inclusion of their names in the disability list, so as to access government welfare schemes and reservation in jobs and education centre”<sup>15</sup>.

This is a very important step taken by the judiciary as it will go a long way towards granting economic independence in form of reservation in employment/jobs to such acid attack survivors.

In 2016, in *State of Maharashtra v. Ankur Panwar*<sup>16</sup> (*Preeti Rathi case*), for the first time in a case of acid attack, a special women’s Court in Maharashtra sentenced perpetrator to death. The accused was convicted of throwing acid on a young nurse when she chose to pursue her career and refused his

13 Supra note 9.

14 (2016) 3 SCC 571

15 *Ibid*

16 Criminal Confirmation Case No. 3 of 2016 with Criminal Appeal No. 139 of 2017. Decided On, 12 June 2019 At, High Court of Judicature at Bombay



marriage proposal. It is clear that judiciary has played a praiseworthy role.

### Legislative Framework related to Acid Attack in India-

Prior to Criminal Law Amendment 2013, no specific provision relating to acid attack was found in IPC, such cases were dealt by application of general provisions of Section 320 (definition of grievous hurt), S.322 (voluntarily causing grievous hurt), S.325 (punishment for voluntarily causing grievous hurt) S.307 (attempt to commit murder)<sup>17</sup>. However, these provisions were grossly inadequate to deal with the brutal crime of acid attack.

The Law Commission recognized this gap in law and in its 226th Report in the year 2008, suggested that there should

be a specific offence of Acid Attack under IPC and the victims of such attack should be paid compensation. This suggestion was considered by the 'Justice Verma Committee' Report in 2013. The report dealt with offences against women and suggested extensive changes in IPC.

Pursuant to the report, Criminal Law Amendment Act, 2013 was passed, *inter alia*, it amended the IPC and the two sections specifically dealing with acid attacks- 326-A<sup>18</sup> and 326-B<sup>19</sup> were inserted in it. Sec 326-A lays down clearly that acid attack shall entail minimum punishment of 10 years which may be extended to imprisonment for life and a fine shall also be imposed on the perpetrator. It is further required that fine shall be reasonable enough to cover the medical expenses of the victim and shall be paid to her.

17 *Sachin Jana v. State of West Bengal* (2008) 3 SCC 290- the Supreme Court attracted Section 307 read with Section 34 of IPC and considered acid attack as an offence of attempting to murder. This interpretation was drawn by the Court in order to consider the intention of the attacker in causing injury to victim. The Apex Court further observed the insufficiency of the existing provisions to punish acid attack which is an offence of more gravity and heinous in nature.

18 Section 326-A -Whoever causes permanent or partial damage or deformity to, or burns or maims or disfigures or disables, any part or parts of the body of a person or causes grievous hurt by throwing acid on or by administering acid to that person, or by using any other means with the intention of causing or with the knowledge that he is likely to cause such injury or hurt, shall be punished with imprisonment of either description for a term which shall not be less than ten years but which may extend to imprisonment for life, and with fine;

**Provided** that such fine shall be just and reasonable to meet the medical expenses of the treatment of the victim;

**Provided further** that any fine imposed under this section shall be paid to the victim.

19 Section 326 B -Whoever throws or attempts to throw acid on any person or attempts to administer acid to any person, or attempts to use any other means, with the intention of causing permanent or partial damage or deformity or burns or maiming or disfigurement or disability or grievous hurt to that person, shall be punished with imprisonment of either description for a term which shall not be less than five years but which may extend to seven years, and shall also be liable to fine.

**Explanations**

For the purposes of section 326A and this section, "acid" includes any substance which has acidic or corrosive character or burning nature, that is capable of causing bodily injury leading to scars or disfigurement or temporary or permanent disability.

For the purposes of section 326A and this section, permanent or partial damage or deformity shall not be required to be irreversible.



Section 357A<sup>20</sup> relating to Victim compensation scheme was introduced long back in Criminal Procedure Code through 'Code of Criminal Procedure Act, 2008, (Act 5 of 2009)' Section 357B<sup>21</sup> was inserted via Criminal law Amendment Act, 2013, later amended in year 2018, it lays down that the compensation to be paid to victim shall be in addition to the fine which has been paid to her u/s 326-A.

A path breaking Section 357 C<sup>22</sup> was also introduced in Criminal Procedure code through amendment of 2013 which requires that all hospitals-whether public or private, shall provide free first aid or medical aid to the victims of acid attack.

Poisons Act 1919, also empowers the District Magistrate, the Sub-divisional Magistrate and, in a presidency-town, the Commissioner of Police, to issue a warrant for the search of any place in which he has

reason to believe or to suspect that any poison is possessed or sold in contravention of this Act, or any rule there under, or that any poison liable to confiscation under this Act is kept or concealed<sup>23</sup>.

## Conclusion and Suggestions

Acid attack is a gruesome crime which forces its victim to lead a miserable life. The cause of such violence is manifold, the root cause being the entrenched patriarchal mentality. It has serious far reaching consequences. Judiciary has issued strict guidelines for regulating the sale of acid across the counter and for compensation and rehabilitation of victims. The legal framework lays down acid attack as a separate offence and also provides for fine to be given by the perpetrator to the victim other than the compensation to be provided by the state. However, despite existence of a strict legal regime, the enforcement

20 Section 357A, CrPC-(1) Every State Government in co-ordination with the Central Government shall prepare a scheme for providing funds for the purpose of compensation to the victim or his dependents who have suffered loss or injury as a result of the crime and who, require rehabilitation.

(2) Whenever a recommendation is made by the Court for compensation, the District Legal Service Authority or the State Legal Service Authority, as the case may be, shall decide the quantum of compensation to be awarded under the scheme referred to in sub-section (1)

(3) If the trial Court, at the conclusion of the trial, is satisfied, that the compensation awarded under section 357 is not adequate for such rehabilitation, or where the cases end in acquittal or discharge and the victim has to be rehabilitated, it may make recommendation for compensation.

(4) Where the offender is not traced or identified, but the victim is identified, and where no trial takes place, the victim or his dependents may make an application to the State or the District Legal Services Authority for award of compensation.

(5) On receipt of such recommendations or on the application under sub-section (4), the State or the District Legal Services Authority shall, after due enquiry award adequate compensation by completing the enquiry within two months.

(6) The State or the District Legal Services Authority, as the case may be, to alleviate the suffering of the victim, may order for immediate first-aid facility or medical benefits to be made available free of cost on the certificate of the police officer not below the rank of the officer in charge of the police station or a Magistrate of the area concerned, or any other interim relief as the appropriate authority deems fit.

21 The compensation payable by the State Government under section 357A shall be in addition to the payment of fine to the victim under section 326A, section 376AB, section 376D, section 376DA and section 376DB of the Indian Penal Code.

22 Section 357C, Cr.PC.- All hospitals, public or private, whether run by the Central Government, the State Government, local bodies or any other person, shall immediately, provide the first-aid or medical treatment, free of cost, to the victims of any offence covered under section 326A, 376, 376A, 376AB, 376B, 376C, 376D, 376DA, 376DB or section 376E of the Indian Penal Code, and shall immediately inform the police of such incident

23 Section 7 of the poisons Act, 1919.





mechanism is lacking<sup>24</sup>. A lot of work is required to be done to provide relief and justice for acid attack victims. Suggestions to meet the challenges can be divided into two parts-

## A. General Suggestions

1. **Education** - The root cause of violence against women is patriarchy and male dominance. Education and awareness about equality and rights of women must be focused on. Modules and chapters on dignity of women and 'importance of their consent' must be included in the course curriculum in all streams at all levels. The results may be perceived slowly, but this is the only way to bring much required attitudinal change. Focus must also be on education of women. Scourge of violence against women will have to be addressed in the long term by educating them, making them aware of their rights, adequately empowering them and raising their social status as equal to men through public awareness campaigns, open sustained dialogue in society at a different forums and raising sensitivity levels against violence on women. Eventually, we as a society should strive to reach a level where we have zero tolerance to any kind of violence against women
2. **Public Awareness campaigns** Strong public awareness campaigns must be launched through various

modes-print, electronic, digital, putting across a message that any sort of violence against women is morally reprehensible and wrong. Government can tie up with media industry to include such messages in popular TV serials. Road shows and street plays should also be made a part of such campaigns. Women must also be made aware of the law related to acid attack. Sellers, too, must be made aware of the regulatory mechanism governing the sale of acids.

3. **Strengthening the NGOs working for cause of acid attack victims**- It is important to strengthen the organizations committed to the cause of acid attack victims. NGOs like *Chaanv* foundation are doing a commendable job in the field of providing support and rehabilitation for such victims. Such NGOs should be given proper support by the government.
4. **Rehabilitation of acid attack victims**-Such victims drop out of their schools, lose their jobs, are unable to life a regular life post the attack. It is important to provide them with ways and means to become economically independent and bring them back into the mainstream.
5. **Establishing Counseling centers/ helplines**- Centers/ helplines to provide free counseling for such victims to manage their trauma must

<sup>24</sup> Data taken from official website of National Crime Records Bureau(NCRB)(Analysis of data of years- 2016,2017 and 2018)-

1. Rate of disposal of acid attack cases by the courts in India is poor and stood at a disappointingly low 6.6%, 9.9% and 6.11% for the year 2016, 2017 and 2018 respectively.

2. Year wise conviction of acid attack cases by courts is depressingly low and stood at an abysmal 2.45%, 3.39% and 3.36% for the years 2016, 2017 and 2018 respectively.

The percentage of acid attack cases investigated by the police stood at 68.53%, 71.65% and 62.50% during the years 2016, 2017 and 2018 respectively. This means that backlog of cases not investigated by the police during the years 2016, 2017 and 2018 got transferred to the next year for investigation by police.



be established. Such centers must also be in a position to make them aware of the law and their rights. A directory of lawyers dealing with such cases must also be maintained by such centers. The list of NGOs must also be available with such centers. In fact a mechanism must be developed that after reading / hearing news about such victims, such helplines contact the victims and help them suo moto.

6. **Research-** A study of successful practices and procedures at the International level i.e. those adopted by other countries to curb the menace of acid attacks on women/children/men must be carried out and such practices and procedures can be modified for purpose of adoption in our country.
7. **Increase in number of police personnel and judges-**The most important part of enforcement mechanism is Police and Judiciary. Both the institutions are suffering due to understaffing and vacant positions. Whenever an investigation fails, or a case is decided slowly, police and judiciary are blamed without the realization that both the wings are dealing with inadequacy of staff and overburdening of cases. It is important to fill the vacant posts as till the time these institutions don't have an adequate number of police personnel and judicial officers, proper investigation and speedy justice shall be elusive.

## B. Specific Suggestions

1. **Separate legislation-** Gruesome nature of this crime , severe consequences entailing it and the challenges involved (like medical expenses including reconstructive surgeries, loss of employment, rehabilitation, compensation, classification of acids, easy availability of acids, regulatory bodies to regulate sale and supply of such acids) require a separate legislation to be made on this subject. The Prevention of Acid Attacks and Rehabilitation of Acid Attack Victims Bill, 2017 has been introduced in Rajya Sabha; it must see the light of day soon.
2. **Fast Track specific courts-** Even though the criminal cases arising out of acid attacks, are presently being tried in fast track courts, yet analysis of NCRB data suggests that the rate of disposal of acid attack cases by the courts is extremely slow and conviction rate in such cases is abysmally low, hovering between 2.45% and 3.39% for the years 2016 to 2018<sup>25</sup>. Therefore, it is suggested that the government may consider setting up of fast track courts exclusively dedicated to speedy trial and disposal of acid attack cases.
3. Time bound investigation and time bound disposal of acid cases by the court must be made part of law.
4. **Strict regulation of sale of Acid-** While the Supreme Court of India has given directions to ban sale of acid across the counter, the concerned

25 Supra note 26



state governments have not yet institutionalized regulatory mechanism to exercise proper supervision and control on easy availability of acid. Anyone can simply procure acid, even in the name of toilet cleaning agent. The law-enforcement agencies/police primarily focus on arresting and prosecuting the acid attack accused only. Attention also needs to be focused on the regulation of the counter sale as per the guidelines of the Apex court and other regulations in force. In fact there should be total ban on acid sale to members of public. Procurement of acid should not be possible, except for laboratory/ industrial usage. The punishment for unlicensed production, import, transportation, storage, sale and use of acid should attract a much higher jail term than the lenient punishment between 1 month and 6 months stipulated for similar offences in India at present<sup>26</sup>.

5. **Burn Wards-** Properly equipped 'burn wards' are only available in select hospitals in big cities highlighting crucial gaps in infrastructure which need strengthening with an expanded reach to cover small towns as well. In fact, such hospitals should also be able to provide counseling relating to

trauma management to such victims.

6. **Increase in Compensation-**Acid attack survivors are supposed to receive at least 3 lakhs compensation from the government. However, this amount is grossly inadequate as a cost of reconstructive surgeries may involve expenditure to the extent of Rs.30 lakhs. A badly burnt woman may need up to 40 to 50 reconstructive surgeries to enable her to somehow manage to lead her life. The government needs to set up mechanisms for increasing the amount of compensation to adequately aid the victims in their surgeries as well as rehabilitation.<sup>27</sup> Release of compensation is very slow.<sup>28</sup> A suitable working mechanism with proper safeguards needs to be devised to facilitate upfront payment of at least 50% of compensation amount due, as per government policy to acid attack victims with a view to partially mitigating their sufferings

Fight against gender violence is a tough and sustained fight, which has to be carried on by all of us. Acid attack is a gruesome offence which causes an untold misery to its victims. It is time, that we put a stop to this.

26 Model Poisons Possession and Sale Rules 2013 were framed under the Poisons Act, 1919 to regulate sale of acid and other corrosive substances

27 "The Uttar Pradesh government has come up with a scheme to help acid burn victims namely Rani Lakshmi Bai Mahila Samman Kosh Yojana which helps the victim by not only giving compensation but also provides free treatment to them without cost limits. This scheme also offers compensation to the dependents in case of death of the acid attack victim" Singh M, Kumar V, Rupani R, Kumari S., Shiuli, Yadav PK, Singh R, Verma AK, Acid attack on women: A new face of gender based violence in India. Indian J Burns [serial online] Available at <https://www.ijburns.com/text.asp?2018/26/1/83/253842>, [Accessed on 23.03.2021]

28. "What should have been given the topmost priority, unfortunately, has been bogged down by red tape and it is released after inexplicable inordinate delay. It is heartrending to see victims and their families struggling to get compensation due to them. This amount, in any case, is a pittance, in comparison to the heavy cost involved in the medical treatment, multiple plastic surgeries and rehabilitation. It is reported that 63% of victims have received no compensation till date. Out of a total of 1273 cases, 799 have not been compensated." Sri Vikram Singh, ExDGP, Uttar Pradesh, acid attacks available at <https://www.timesnownews.com/columns/article/acid-attack-in-india-are-acid-attacks-unstoppable.686658>[Accessed on 20.02.2021].

# Spatial Pattern of Crimes in Haryana: A Geographical Analysis



Sachin Kumar\*

## Abstract

*Crime is an unpredictable occurrence that causes social harm. In India, Crime is a major source of concern for the authorities. The crime rate is rising in Haryana as the population grows, and different social, economic, and political changes in community in a variety of ways. As a result, crime analysis is critical for gaining a better knowledge of the elements that influence crime in both positive and bad ways. This study used Z-score and composite index to examine the crimes incidences across districts so that it can assist police authorities in more effectively preventing crime. The information on the crimes was gathered from the National Crime Record Bureau's website (NCRB). These findings aid in the discovery of fresh information that may be used to improve crime prevention tactics.*

**Key words:** *Crime rate, Haryana, Z-score, Composite Index, National Crime Record Bureau, Violence, Hotspot*

## Introduction

Crime is defined as an act, activity, or behaviour that is unlawful and punishable by the state laws or any action harmful to the individual, society, or the state. Criminal activity disturbs the harmony of society and breaks the system established by law & order agencies.

Society determines criminal behaviour by education level, moral obligation, and more factors. The tendency of the criminal to commit a crime is very much determined by his employment condition, socio-economic

background, purpose, and education. Poor and developing countries are lower in indicators of social wellbeing. Developing countries of the world, like India face similar conditions. India's 50 percent population is below 25 years of age, and more than 65 percent is below 35. It became essential to harness their potential for the development of the country (*United Nations Population Fund*). India must take benefit of this demographic dividend. If India does not timely decide to give employment to its younger generation, it will become a burden.

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It will ultimately result in criminal activity and other disorders in society.

India is considered a peace-loving country worldwide, and all countries recognize this fact. However, with increase in modernization and globalization in the community, India starts facing troubles like a higher rate of urbanization, increased population pressure, high unemployment rate, etc., which triggers stress, resulting in many unlawful activities. Young people in the country are moving toward cities searching for good education, health, employment, etc., and when they cannot realize their dreams come true, it pushes them into depression and criminal activity.

Changing socio-economic dimensions will undoubtedly change the spatial pattern of crimes. United Nations General assembly in 1993 defined violence against women as any incident of gender-based violence against women that causes them bodily, sexual, or psychological injury or misery, including threats of such acts, coercion, or arbitrary deprivation of liberty, whether in public or private life (World Health Organization, 1997). The UN stated that “crime against women is one of the crucial social mechanisms by which women are forced into an outranked position associated with men” (*Fourth World Conference on Women, Beijing 1995*).

Haryana is becoming a fertile ground for crime and ranked fifth in the crime rate during 2020. Moreover, the increasing awareness of crimes shows the effectiveness of reporting the crimes. Haryana is much more ahead of its neighbouring state of Punjab in the number of crimes. Proximity to Delhi also plays a vital role in increasing

crime incidents. Uttar Pradesh, known for its highest number of crimes, has a boundary in the east with the state. Haryana is among the prosperous state of India, having a GDP of US\$110 billion in 2020-21, which is more than many countries in the world. Even after having such prosperity and part of the Green Revolution belt, the state faces many such crime issues which should not be here. According to Census 2011, Haryana has the lowest sex ratio in India, i.e., 879 per 1000 males. In Haryana, women are subjected to work like slaves and treated as second-class citizens by society. From birth to death, this cycle of suffering, harassment, abusing continues till the end of life. It is a significant cause of concern, and one of the major reasons for Haryana's lagging behind overall. So, it becomes essential to bring to light those districts/regions which are becoming a hotspot for such crimes. Offense against property is another major crime head that is committed against moveable and immovable property. There have been many violent protests in Haryana in the last few years, where an apparent disability of state machinery is seen. These offenses increase violence and increase the loss of life and property. In 2017, violence cost the country over \$1.2 trillion (800.1 trillion) in constant currency rates, or 9% of its GDP, according to the Institute for Economics and Peace, an international research tank. It works up to almost 40,000 dollars per individual in India. Violent crimes are all those crimes which affect the human body in a harmful manner, and crimes like murder are increasingly high in the state. Under miscellaneous crimes, we study all the crimes not included in the other three crimes. All these crimes affect



society directly or indirectly and have social implications; therefore, investigating these crimes is more important in helping us look at the coherent picture of crimes in Haryana.

### Objectives of Study

1. To analyze the spatial pattern of crimes under four crime heads which are:
  - i) Crimes against women in Haryana,
  - ii) Crimes of violence,
  - iii) Crimes against property, and
  - iv) Other miscellaneous crimes.
2. To explain the crime rate incidence (CRI) of districts in Haryana.
3. To understand the reasons of high crimes in hotspot districts.

### Research Methodology

The proposed research work would be descriptive and analytical. The study would be based on an explanation of data and spatial analysis, which details how crime is concentrated in Haryana. Secondary sources will be used in the study, which was published in the year 2020. Data is made useful with the help of MS Excel 2019. Crime rate is calculated by the following formula in MS Excel:

$$\text{Crime Rate } (CR_i) = \frac{CX_i}{TFP_i} \times 100000$$

Where: = i is the Crime Rate in District/State i.

= Crime X in State/District i.

= Total Population in District/State i.

Different statistical tools will be used for spatial analysis. Map-making tools like ARC GIS will be used for the map-making purpose. Z score and Composite Index also be analysed with the help of MS Excel 2019. A composite index is a statistical tool that combines a number of different equities, securities, or indices to indicate overall market or sector performance. Therefore, the composite index is used to show all major crime heads in Haryana.

### Discussion

All societies have their cultural factors which determine and influence the social order. Crime in any society shows the facets of society. The combination of many socio-cultural, monetary, and other aspects of its location determines the occurrence of criminal activity. This present study highlights the essential factor of society, which is usually ignored and seen as a separate branch of law. With utmost intelligence, it must be considered that any act becomes a crime if society has defined it. For example, in some Muslim countries, it is unethical and against the law for a woman to go without a face cover, whereas this is not a compulsion in others. Therefore, the law of the land defines an act as illegal and unconstitutional. Every country has different governance documents or constitutions taken as a reference which describes the acts and their punishment. The Indian Penal Code of 1860 defines all sorts of sentences for a crime and is updated from time to time to keep it relevant in modern times. The colonizers used these codes to suppress the political movements and control the local inhabitants. Many provisions continued



until now, and some were repealed with time. Every successive government in India deleted many obsolete provisions within the Indian Penal Code, 1860, and tried to make them useful for the present generation. However, many laws were used after independence with amendments..

Table 1 and Table 2 shows the top two and bottom two districts in crime rate. This

shows that crimes against women are high in eastern districts as compared to western districts. In terms of crime rate, cruelty by husband and relative is highest. Crime rate of violent crimes is highest in Gurugram. In crimes against property, highest crime rate is in Gurugram and similarly miscellaneous crimes are highest in Gurugram.

**Table No: 1 Ranking of Districts according to Crime Rate**

Crime Heads	Rankings	
	Highest crime rate	Lowest crime rate
<b>Crimes Against Women</b>		
<b>1. Dowry Death</b>	1. Mewat (3.86)	1. Sirsa (0.82)
	2. Gurugram (3.73)	2. Jind (0.97)
<b>2. Rape</b>	1. Panipat (8.30)	1. Hisar (1.30)
	2. Kaithal (7.86)	2. Bhiwani (1.88)
<b>3. Kidnapping and Abduction</b>	1. Panipat (46.37)	1. Charkhi Dadri (5.92)
	2. Kaithal (39.54)	2. Mahendragarh (8.96)
<b>4. Assault on Women to Outrage her Modesty</b>	1. Rohtak (37.55)	1. Jind (10.14)
	2. Gurugram (31.48)	2. Charkhi Dadri (10.16)
<b>5. Cruelty by Husband and Relatives</b>	1. Kurukshetra (62.82)	1. Charkhi Dadri (9.31)
	2. Rohtak (49.72)	2. Mewat (10.42)
<b>6. Protection of Children from Sexual Violence Act</b>	1. Gurugram (22.50)	1. Charkhi Dadri (8.04)
	2. Kurukshetra (20.72)	2. Kaithal (8.74)
<b>Violent Crimes</b>		
<b>1. Murder Incidences</b>	1. Sonipat (7.66)	1. Panchkula (1.96)
	2. Rohtak (7.16)	2. Sirsa (2.86)
<b>2. Death Due to Negligence</b>	1. Gurugram (2.42)	1. Fatehabad (0.92)
	2. Rewari (2.33)	2. Sirsa (0.98)
<b>3. Hurt Incidences</b>	1. Panipat (40.23)	1. Mewat (10.10)
	2. Panchkula (34.21)	2. Rohtak (13.95)
<b>4. Wrongful Restraints</b>	1. Gurugram (62.93)	1. Panchkula (0)
	2. Karnal (54.41)	2. Ambala (0)
<b>5. Offences Affecting Human Body (Total)</b>	1. Gurugram (158.81)	1. Mewat (57.01)
	2. Faridabad (141.68)	2. Jind (61.69)

**Source:** Compiled by Researcher

**Table No: 2**

Crime Heads	Rankings	
	Highest crime rate	Lowest crime rate
<b>Crimes against Property</b>		
<b>1. Theft Incidences</b>	1. Gurugram (253.36)	1. Charkhi Dadri (22.70)
	2. Faridabad (134.05)	2. Mahendragarh (35.14)
<b>2. Burglary Incidences</b>	1. Rohtak (46.65)	1. Mewat (9.36)
	2. Yamunanagar (45.71)	2. Mahendragarh (13.01)
<b>3. Robbery Incidences</b>	1. Jhajjar (7.41)	1. Panipat (0.08)
	2. Sonipat (7.31)	2. Palwal (0.29)
<b>4. Dacoity Incidences</b>	1. Palwal (1.44)	1. Panipat (0)
	2. Gurugram (0.86)	2. Mahendragarh (0.11)
<b>Miscellaneous crimes</b>		
<b>1 Disobedience Incidences</b>	1. Gurugram (59.23)	1. Bhiwani (1.59)
	2. Jhajjar (44.97)	2. Yamunanagar (3.21)
<b>2. Rash Driving on Public way</b>	1. Gurugram (34.73)	1. Panchkula (0)
	2. Rewari (34.32)	2. Fatehabad (11.57)
<b>3. Criminal Trespass Incidences</b>	1. Hisar (13.88)	1. Mewat (0.83)
	2. Fatehabad (13.80)	2. Palwal (3.84)
<b>4. Offences Relating to Documents &amp; Property Marks</b>	1. Gurugram (63.72)	1. Charkhi Dadri (5.57)
	2. Rohtak (47.40)	2. Mewat (5.59)
<b>5. Criminal Intimidation</b>	1. Rohtak (42.03)	1. Mewat (0.18)
	2. Sonipat (28.48)	2. Palwal (0.67)

**Source:** Compiled by Researcher

Table No.3 shows the Z score value of crime heads and the composite index is also used to depict the comprehensive picture of crimes in Haryana. In crimes against women, Faridabad and Gurugram have the highest Z score value i.e., 1.99 and 1.98 whereas Charkhi Dadri has the lowest Z score indicating their respective position in the state in crimes against women. In violent crimes, again Faridabad (2.24) and

Gurugram (1.98) topped in Z score and Charkhi Dadri (-1.22) has the lowest Z score. Gurugram (3.39) and Faridabad (2) have the highest z score value in property crimes whereas Charkhi Dadri has the lowest Z score value (-1.25). In miscellaneous crimes, Gurugram (2.97) and Hisar (1.42) topped the Z score and Panchkula (-1.42) has the lowest Z score. Z score values are calculated using standard deviations, a Z score





calculates the distance between a data point and the mean. Z scores can be negative or positive. Whether the observation is above or below the mean is indicated by the sign. Data points obtained from populations with varying means and standard deviations can be placed on a similar scale using Z scores. This standard scale makes it possible to compare observations for several types of variables that would otherwise be difficult to compare. That's why Z scores are sometimes known as standard scores, and standardization is the process of converting raw data to z-scores (*Z-Score: Definition, Formula, and Uses - Statistics By Jim*).

The districts near-zero or approaching zero

have the crime incidences average of total crimes, whereas the district which is farther than 0, has extreme crime incidences. Districts like Kurukshetra and Sirsa having approaching 0 values which indicates that these districts have crime near average crime incidences in the states.

Composite Index for Gurugram and Faridabad is the highest with values of 2.57 and 1.89, shows that these districts are unsafe in terms of crime incidences which happened during 2020. Whereas Charkhi Dadri (-1.42) and Panchkula (-1.23) has the lowest value, indicating being the safest district in all crimes.

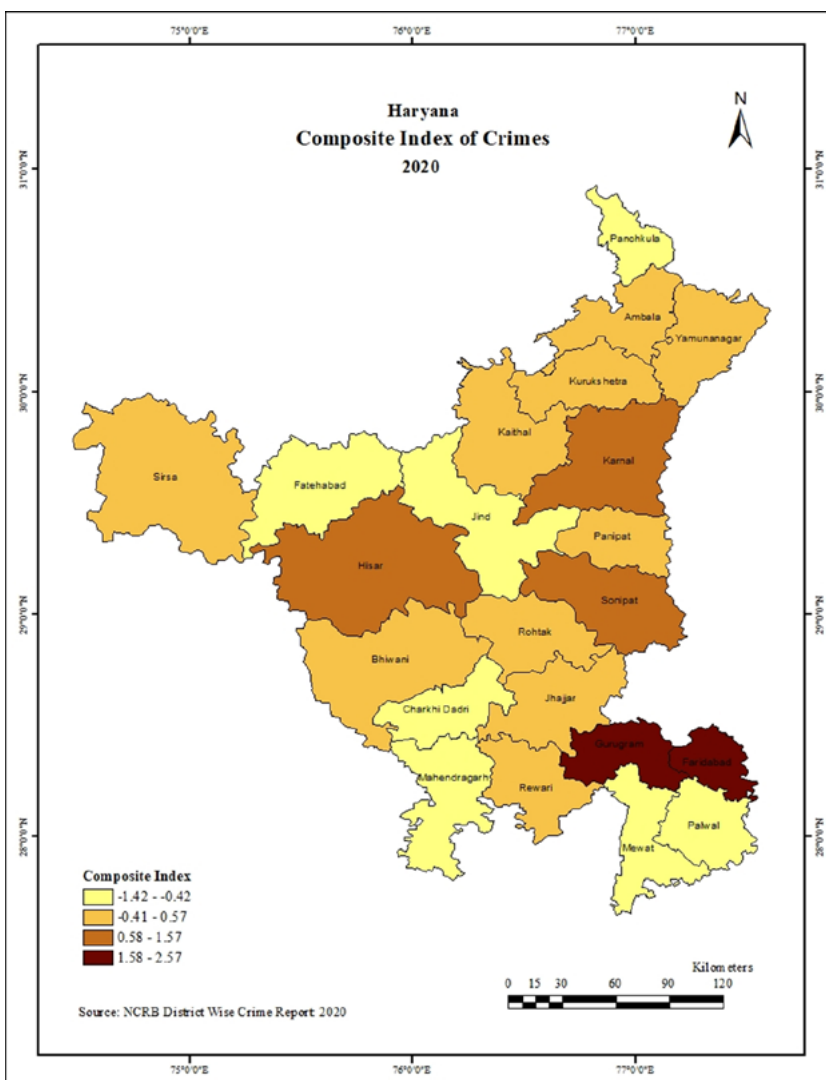
**Table No. 3 Z score and Composite Index of all Crimes in Haryana**

Districts	Z Score of Crime rates				Composite Index
	Crimes against women	Violent crimes	Property crimes	Miscellaneous crimes	
Ambala	-0.15	-0.71	-0.29	-0.14	-0.32
Bhiwani	-0.13	-0.52	-0.49	-0.37	-0.37
Faridabad	1.99	2.24	2.00	1.34	1.89
Fatehabad	-1.27	-0.59	-0.79	-0.05	-0.67
Gurugram	1.98	1.98	3.39	2.97	2.57
Hisar	0.78	1.28	0.61	1.42	1.01
Jhajjar	-0.41	-0.55	-0.46	0.31	-0.27
Jind	-0.70	-0.59	-0.23	-0.41	-0.48
Kaithal	-0.16	-0.31	-0.31	-0.86	-0.4
Karnal	0.76	1.46	0.32	0.44	0.74
Kurukshetra	0.48	-0.41	0.05	-0.06	0.01
Mahendragarh	-1.11	-0.81	-0.94	-0.79	-0.91
Mewat	-0.92	-0.91	-0.61	-1.01	-0.86
Palwal	-0.87	-0.77	-0.33	-0.70	-0.66
Panchkula	-1.27	-1.17	-1.02	-1.45	-1.23

Panipat	0.96	0.44	0.07	-0.47	0.24
Rewari	-0.11	-0.69	-0.29	0.02	-0.26
Rohtak	0.75	-0.19	0.57	0.64	0.44
Sirsa	-0.24	0.44	-0.42	-0.03	-0.06
Sonipat	0.78	1.10	0.13	1.00	0.75
Yamunanagar	0.66	0.49	0.31	-0.39	0.26
Charkhi Dadri	-1.81	-1.22	-1.25	-1.42	-1.42

Source: Compiled by Researcher

Map No: 1 Composite Index of all Crimes in Haryana





After analyzing the crimes against women, it was found that the crime rate in Haryana is less as compared to the previous year. Dowry's death rate was very high in Mewat and Gurugram. The highest crime rate under Rape was found in the district of Panipat and Rohtak. Panipat and Kaithal had the highest crime rate under Kidnapping and Abduction. Under this crime head, Panipat had a very high crime rate of 46.37 (per lakh population). Haryana has a history of record crimes against women and is known for notorious regions throughout the country. Women and girl children in Haryana are abducted to push them into prostitution, marriage against their will, and other illegal activities. The state has the lowest sex ratio in the country, known for its khap panchayats and honor killings.

Along with this, easy accessibility to pornography, vulgar songs, dances, and films also contribute to increasing crime. However, the government has tried hard to prevent crimes against women and helped push the social indicators of liveability. Beti Bacho, Beti Padhao is one such program launched in 2016 to encourage the birth of girl children and education.

Women and girls face challenging situations in workplaces/offices and public transportation systems. The districts of Rohtak and Gurugram had the highest crime rates under the heading of Assault with the intent to outrage her modesty. Kurukshetra district had registered the highest crime rate under crime Cruelty by Husband and their relatives with a 62 per lakh population rate. Protection of Children from Sexual Violence Act (POCSO ACT) is the most fundamental

act for protecting children from criminal activities. More than 15 girl children per lakh female population in Haryana became victims. Gurugram, with more than 22 crime rate, had the highest crime rate under the POCSO act. Only two districts, Kaithal and Charkhi Dadri, had a crime rate of less than 10. Today governments across the globe are concerned with the crimes against females and children. Children are the most vulnerable section of society. With the increasing internet technology, criminals are also learning to use the internet and communication technology for their illegal activities. There are many international protocols that emphasize on the safety of children, and one such convention is "Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography," which forces the countries to enforce safety measures and enact laws in considering the children as an essential part of the society (OHCHR -Optional Protocol to the Convention on the Rights of the Child). Today children are used for sex tourism, and trading across the globe, which is a major concern.

At the international level, many conventions were adopted in the United Nations which emphasize on political rights, economic rights, legal rights, and social importance and emphasize equally on health, nutrition, education, marriage, employment etc. United Nations convention on women emphasizes on protection and rehabilitation of women in dangerous countries across the globe.

Under the violent crimes, more than 1000



murders incidences happened in the state, and highest crime rate under this crime head was recorded from the district of Sonipat. Gurugram is at the top in death due to negligence. Under wrongful confinement, the highest crime rate was reported from the district of Karnal, where the crime rate was more than 50. In overall offenses affecting the human body, the highest crime rate was reported in the district of Gurugram, where it was more than 150 (per lakh population).

Among the crime against property, the crime of theft was most prominent during 2020. Property crimes can be of two types-either stolen property or vandalized property. In the first case, theft takes away the valuable items or property from the legal owner; in the second case, the culprit destroys the property at the location. Vehicles are the most vulnerable item for theft because vehicles are kept outside the house. Haryana's populated and urbanized districts have the highest number of vehicle theft cases. Gurugram had more than 2500 cases, and Faridabad had near 2000 cases. These districts of the state top the list of theft crimes in overall theft cases and crime rates. Burglary, theft, dacoity, and robbery are used interchangeably, but there is a huge difference between these terms of crime. Burglary usually involves breaking into someone's house in order to steal and destroy property. Thirteen percent of burglaries happened in the daytime, and the rest, 87 percent, occurred in the nighttime. The highest crime rate under this crime was reported in Rohtak district, where it is more than 40 percent. Robbery is a theft that involves fear of violence, and weapons

are used to threaten the property owner. Sonipat, Rohtak, Jhajjar all these three districts show the highest crime rate under this crime head. All these three districts are bordered by Delhi and Uttar Pradesh. This shows that criminals use the porous borders between the states and capital to hide and escape from one state to another after criminal activity. Dacoity is another type of theft that includes five or more than five people planning and doing illegal activity. However, all the group members get imprisonment for a crime committed by a member. With a crime rate of 1.44, Palwal topped under this crime head.

Under miscellaneous crimes, all those offenses were studied, which are miscellaneous in nature and do not fit any specific bigger crime head. The highest crime rate under this crime was found in Gurugram, where around crime rate as high as 60 were reported. These offenses can be directly related to governance in the state. Northeast district and Delhi bordering district show high crimes under this crime head. Under the crime head 'Rash Driving on Public Ways', the highest crimes and crime rate were reported in Gurugram. Criminal trespass is a criminal offense under IPC; the highest crime rate under this crime head was reported in the district of Hisar. 'Documents and Property Marks Incidences' is a major crime head that includes counterfeiting, forgery, cheating, bank-related cheatings, etc. The highest crime rate under this crime head was reported in the district of Gurugram. Rohtak topped in crime rate under criminal intimidation in Haryana.

After analyzing the crimes that happened



in Haryana during the year 2020, it is concluded that the crime rate in districts bordered with Delhi and Uttar Pradesh is very high compared to the western districts of Haryana.

### Reasons for High Crime Incidences

After analyzing the crimes against women, violent crimes, property crimes, and miscellaneous crimes, it was found that the eastern districts bordering Delhi and Uttar Pradesh have the highest crime rate. The district Gurugram and Faridabad topped the tally of most of the crimes and therefore it is important to look after the reasons behind this crime hotspot. There is no single cause or collection of causes that can be explicitly stated; rather, the causes of crime are dependent on a variety of factors, such as the type of the perpetrator, their upbringings, not only psychological factors but also external factors that push an individual to commit a crime. These two districts are among the most populous and industrially developed districts. The literacy rate in these cities is also very high (above 80%). Gurugram has many major industrial estates which are Udhog Vihar, Gurugram Industrial estate, Sohna IMT, Roz-ka-Meo Industrial estate at Rasika, due to which it attracts many persons seeking employment. These are mainly blue-collar workers, who have low income and many of these workers cannot afford a suitable residence. Therefore, they start living in slums. There are many areas e.g., Nathupur, Wazirabad, Rajendra Park, Dundaheera which can be considered as slum areas due to their low living conditions and lack of basic infrastructure. These areas are hot

spots of criminal activities as low residence type is an influential factor showing a close relation to the crime rate. The same scenario occurs in Faridabad, where Faridabad Nit, Feroz Gandhi Nagar, NH-2,3,4 are some major industrial areas and also areas that can be considered as slums i.e., NIT zone, Ballabgarh zone, old Faridabad zone. There is a direct relationship between urbanization and crime.

Not all persons get employment after coming to the city. Those who don't get a suitable job, mostly lean towards crime. There is a moderate-high crime in three districts that have been noted. Hisar, Karnal, and Sonapat, due to their proximity to the National Capital Delhi with a high number of new industrial developments in these districts.

Ambala, Yamunanagar, Kurukshetra, Kaithal, Sirsa, Panipat, Bhiwani, Rohtak, Jhajjar, Rewari are the districts that have low crime rates. This is due to their low industrial development in comparison to Gurugram and Faridabad. Another reason is the emigration of labor to other industrial districts i.e., Gurugram.

The lowest crime rate is noted in 6 districts, which are Panchkula, Fatehabad, Jind, Charkhi Dadri, Manendragarh, Mewat, and Palwal. The high literacy rate and low industrial development of Panchkula are important factors of the low crime rate in the district. The other districts are not much developed and have a low population in comparison to high developed districts. Due to low population and low urbanization, the crime rate is also low in these districts. The number of slums is also less in these



districts. These factors are discussed in detail below:

**1. Industries:** According to World Migration Report 2017, India is birth place of one-fourth of the world's fastest-growing cities, and Mumbai, Delhi, and Kolkata are among the top ten most populous cities. Rural-to-urban migration for better economic opportunities, is one of the main causes of this expansion. Cities like Faridabad, Ludhiana, and Surat have more than 55 percent of immigrants, but Agra and Allahabad have less than 15 percent, indicating the huge difference in in-migration rates among Indian cities (World Economic Forum, 2017). Hotspot crime districts in Haryana also align with the highest industrial development. Faridabad (2886) and Gurugram (2773) have the highest number of registered factories and workers employed in working factories whereas districts such as Mewat, Mehandragarh, and Panchkula have the lowest number of factories. It should be noted here that these hotspot districts attract migrant worker from all over Uttar Pradesh and Bihar which further increase the crime incidences in these districts.

**2. Unemployment and Resource Availability:** The high unemployment rate is due to an increase in the number of new workers exceeding the number of job openings. As a result of the high unemployment rate, crime has increased. The unemployment rate has a significant impact on burglary and car theft only and unemployment volatility has a negative influence on vehicle theft irrespective of the time period. Though, it has a short-term

favourable effect on burglary but no long-term benefit (Fallahi & Rodri, 1991). The availability of resources is further influenced by the governing laws in existence, which can limit the usage of available resources and reduce the misuse of available resources for self-gain. Feasibility is one factor; the other is a criminal's network and authority. Even if resources are limited, it is still viable for those who can afford it without significantly impacting their financial situation. Faridabad (215053) and Gurugram (144805) are known for their highest slum population and areas where people cannot afford the services of the city and resort to crimes (Brooks & Johnston, 2012) but a significant increase for small firms. These differences are primarily attributed to the weakening (strengthening). It can be directly linked to the highest crime incidences in Faridabad and Gurugram. Slums over time became breeding ground of crimes but it is very clear that in multi-dollar crimes, high society people are also involved. However, in lack of unemployment and education, the youth of slum gets attracted towards crimes.

**3. Low conviction rate:** It was also found out that the conviction rate of crimes related to rape (39%) and murder (40) is very low (*India News - Times of India*). According to the Law Ministry, India has an average of nineteen judges per ten lakh people, with the judiciary confronting a total shortage of over 6,000 magistrates, including 5,000 in the lower courts. As per the law ministry, the country's District & Subordinate Courts have a total of 2,76,74,499 cases pending. The often-unreasonable lag in filling up Judicial Officer vacancies is one of the fundamental



causes of the massive backlog. Such lesser judicial officers and lower conviction rates in India encourage criminal activities.

**4. Urbanization:** Faridabad (79.51%) and Gurugram (68.82%) have the highest urban population among all the districts. These two districts also have the highest crime incidences. Many researchers focused on the correlation between urbanization and crime rate such as (Glaeser et al., 1999) (Chang et al., 2012). The major reason, however, remains the urbanization process, because these associated features are typically linked to urbanization or its repercussions. The topic of why there are more crimes in cities arises frequently, and it is quickly answered by the fact that there are much more crime reports in cities than in rural areas (Malik, 2016).

**5. Economic situation:** The crime rate of a country is indirectly related to the economy of the country. The more the economy will flourish, the more money will be circulated in the economy and people will have more spending capacity as they will be able to get employment, the more the people will spend, the more the government will receive the tax- the major source of earning of the government. Now if there is a country which doesn't have a good economic status, it will have to cut short some services which includes the Police of a state/country. The cutting short in the Police force will lead to increase in the crime rate of a particular country or region. Furthermore, due to economic inequality in a society, the people tend to be in disagreement with each other where the two people can be of different economic background. The people with

fewer resources then indulge into wrong doings for the sake of earning money and maintaining the same economic positions as others. The reduction in Police force will result in a rise in a country's or region's crime rate. Furthermore, people tend to disagree with one other in a society where economic disparity exists, even if the two persons are from different economic backgrounds. People with fewer resources are more likely to engage in illegal activities in order to make money and retain their economic status. According to Bongers's research, about 79 percent of offenders are non-profitable. He went on to say that inflation causes bankruptcy and insolvency in an economy, and that those who are impacted are obliged to live anti-social lives and may even resort to criminality. He also claimed that poverty is a necessary prerequisite for crime since a person will do anything to improve his or her financial situation (*Crime as a Choice: Crime and Economic Conditions – The Criminal Law Blog*).

**6. Mindset:** Some people have a patriarchal view of the ideal society, which raises crime rates towards those of the opposite gender. In Haryana, the declining sex ratio, child sex ratio (CSR), and sex ratio at birth reveal that women are discriminated against at the time of birth or before birth. She is a victim of rape, kidnapping and abduction, dowry-related crimes, molestation, sexual harassment, eve-teasing, honour killings, and other crimes after birth. Women face the greatest threats from close relatives and neighbours, so special attention must be paid to changing society's attitudes toward women's safety



and security(Singh, n.d.). Haryana is termed as having Rape Culture and phrases such as “Use and Throw Women” and “Blame the Rape Victim” reflect the prevalent mindset of the people(*Consent, Creditability, and Coercion: Understanding Violence Against Women in Rural Haryana*, n.d.).

**7. Education:** Above all, at the foundational age when he or she demands good education, a person’s thinking, behaviour, and all other key aspects are shaped. This has a significant impact on their morality and thinking. If a person is not given a proper education, they may be more prone to anti-social behaviour, such as gender discrimination. This is one of the reasons for the higher crime rate against women in rural areas, where people lack access to quality education and are unable to shape their own mindset at a young age. They tend to believe in superstitions, which increases crime rates, and they are completely uninformed of many crucial parts of life, committing crimes either purposefully or unwittingly. There are many studies which associates education and crime and concludes that the crime rate increases with lower education and enrollments(Lochner & Moretti, 2004). Therefore, the slum and shanty colonies of these big industrial districts are more prone to less education and high crime rate. Slums of Faridabad and Gurugram have the literacy rate much lower than the state literacy rate.

**8. Peer pressure:** One cannot deny that a person learns a great deal from those around him or her. They also tend to engage in a variety of activities not voluntarily but in order to maintain their image in the eyes of

those around them, which is referred to as peer pressure. One’s actions and decisions are heavily influenced by others. Again, a person wants to establish an image and gain the respect of his or her friends or others, and in order to do so, they will do anything, even if it goes against their ideals or teachings, and they are more likely to commit crime if they are surrounded by relatively well-known people who do unethical things for the sake of entertainment and end up committing crime. There are many studies in criminology, which correlates the peer pressure and crimes among adolescents(Omogho Esiri, 2016).

**9. Drugs and alcohol:** Another major source of crime is the effect of drugs and alcohol, particularly in India, where alcohol consumption is extremely high and rapidly increasing. When a person is under the influence of alcohol or drugs and commits a crime while under its influence, the intention of the individual does not matter as much. There is a higher risk of crime in a place where the supply of alcohol is unregulated and the rules governing it are inadequate. Haryana has decreased the legal drinking age from 25 to 21 which further attracts youth to alcohol. In several countries, strong correlations have been discovered between alcohol consumption and the occurrence of intimate partner violence. Domestic violence appears to be more common and severe when alcohol is used. Consumption of alcohol as a causative factor of partner violence has been hotly debated, either because both these factors ( underdevelopment, impulsive character) can account for both, or because common





excessive drinking can lead to a frustrated, stressful relationship, which raises the risk of conflict and violence (Cronholm, 2006). Districts of Gurugram and Faridabad are known for both wine consumption and higher crimes incidences against women.

#### 10. There are many other factors which affect the crimes of any places such as:

- Population density and degree of urbanisation are known to influence the volume and kind of crime that occurs from place to location.
- Changes in demographic composition, notably among young people.
- Population stability factors.
- The state of the family in terms of divorce and family cohesion.
- Police Personnel effective strength.
- Law enforcement's administrative and investigative priorities.
  - Other aspects of the criminal justice system's policies (i.e., prosecutorial, judicial, correctional, and probational).
  - Public perceptions of crime.
  - The citizenry's crime-reporting habits.

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# Role Stress in Police: A Demographic Analysis of a North Indian Hilly State



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## Abstract

*Policing in any society is the backbone for maintaining peace and harmony. Recurring changes in the environment, long list of duties, lack of time for family makes their occupation cumbersome and stressful. Work demands such as expectations from superiors, family and general public, round the clock duties puts them in a state of stress. Role stress in Police is a matter of concern as they are responsible for maintaining law and order in the society. Stress has adverse impact on the productivity of the individuals as well as the organisation. An investigation into the sources of stress could contribute to manage stress in an effective manner. The aim of the present study was to examine the level of role stress and role stressors with attention on the demographic variables (gender, marital status and educational qualifications). The present study has been conducted on 305 Police personnel of Himachal Pradesh and data was analysed with the help of mean, standard deviation, Independent sample t test and One Way ANOVA. The results of the study showed that the Police personnel were facing high role stress and Inter Role distance followed by Resource Inadequacy and Role Overload emerged as the major role stressors. Significant differences in role stress have also been reported with respect to gender, marital status and educational qualifications. On the basis of findings, recommendations have been made to manage high level of occupational role stress in Police personnel.*

**Keywords:** *Stress; role stress; role stressors; role overload; Police*

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## Introduction

The present society is witnessing dynamic changes owing to modernisation, rapid developments, changing lifestyles and value systems. These changes have significantly led to stress making it a part of our daily lives. It manifests itself in various forms affecting the various spheres of a human life. Stress depends on the “relationship between the person and his immediate environment”. It is judged by an individual whether a stressor is physically and mentally demanding or not. The outcomes of stress vary from individuals to individuals depending on various factors like family responsibilities, education levels, past experiences, personality etc. (Lazarus & Folkman, 1984; Robbins & Judge, 2007). Roles in an organization refer to the set of duties and responsibilities predetermined by the organization to deal with the work challenges in the immediate or nearby work environment (Pareek, 1997). The role stressors identified by Pareek (1983) includes- Inter Role distance, Role Overload, Self-role distance, Role Ambiguity, Resource Inadequacy, Personal Inadequacy, Role Stagnation, Role Expectation conflict, Role Erosion and Role Isolation. *Inter Role distance* occurs when an individual has multiple roles to play and is required to meet the expectations and demands of each role, for instance- a family man and an officer. *Role overload* signifies the stress caused by workload and additional duties. It is caused by the exhaustive list of duties to be performed in limited time period. *Self-role distance* refers to the stress caused when an individual’s knowledge, skills are underutilised. The stress occurs due

to the conflict between the aspirations of individuals and job demands. *Role Ambiguity* identifies the stress caused by the lack of clarity about the expectations and responsibilities in the work domain. It may also occur due to lack of proper communication and poor feedback mechanism in the organisation. *Resource Inadequacy* measures the stress caused by lack of facilities, resources and staff shortages. The employees face stress as they feel the resources are inadequate to meet the demands and expectations of the job. *Personal Inadequacy* causes stress when an individual feel that he/she doesn’t have the required knowledge/skills to meet the job demands. This is usually caused due to lack of training on new technologies and equipment. *Role Stagnation* identifies the stress caused by the lack of personal growth in the work domain. Herein, the individuals experience lack of career growth or any challenging opportunities to learn something new. *Role Expectation Conflict* occurs when there are conflicting expectations from a set of other roles associated with the role. The other associated roles are of superiors, subordinates, peers and general public. *Role Erosion* refers to the inability to use the skills and knowledge in full potential. This also occurs when they feel that task of significant importance which could be performed by them is performed by other roles. *Role Isolation* is the stress caused by lack of collaboration and team work amongst the staff of the organisation. An individual experiences physical, mental isolation due to lack of communication and support from other roles in the organisation.



Role stress has also been identified as a condition resulting in mental, physical strain owing to conditions in the work environment (Netemeyer et al., 2005; Chen & Silverthorne, 2008; Salami, 2010). Stress has a prolonged and adverse impact on the wellbeing of Police officers (Salain, 2017). Irregular and undefined working hours, lack of holidays and weekly offs, additional duties like VIP visits, working on festivals are a part and parcel of their work. They have to be steady for unexpected incidents and emergencies. They also lead an ignored family life wherein they are unable to participate in family events or handle family concerns. A Policeman faces various conflicts on daily basis which are unanswered. Their various mental and emotional needs go unfulfilled because of the nature of their job. Stress in Police officers is a serious concern as it can have negative impact on their family, department as well as the society (Xavier & Prabhakar, 2016).

### Literature Review

Occupational role stress in Police personnel has been examined by earlier researchers and academicians extensively. Srinivasan & Illango (2013) conducted a study to examine the stressors in Police constables of North Chennai. The results identified unfair treatment of superiors, difficulty in getting leaves, undefined working hours and work load as the major stressors. Shekhar & Kizhakekkara (2013) undertook a study to identify the stress and stressors in Police trainees of Kerala. Cross sectional method and structured questionnaire was used to collect responses from the participants. It was found that pressure put by the instructor

was the major stressor amongst them. Also, it was interesting to note that low salary was found to be an insignificant source of stress. Jaiswal, Dixit & Sajjan (2015) investigated the factors that resulted in occupational stress in Police personnel. The study was conducted in Lucknow district of Uttar Pradesh. It was identified that resource inadequacy was the major cause of stress. Other significant stressors identified were low salary, poor public image and overtime. The study also reported that stress was high in married, more educated and more experienced Police officers. Xavier & Prabhakar (2016) probed the relationship between stress and burnout amongst Police personnel of Tamil Nadu. 296 Police officers from the four zones of the state participated in the study. The results of the study depicted a significant relationship between Police stress and burnout. Organisational pressure was found to be a major reason for stress and burnout amongst them. Ragesh et al. (2017) conducted a cross sectional survey to measure occupational stress in Police personnel. The survey was conducted on 406 Police personnel in Calicut district of Kerala. The results of the study depicted that both organisational and operational stressors were present in Police personnel. They also found that those with less experience faced more stress. They suggested that the government needed to take strong initiatives to handle occupational stress in Police personnel. Vivek et al. (2018) examined occupational stress among female Police officers of South Kerala. The results showed that the officers were facing high stress, wherein the major stressor was staff shortage and lack of time.



Till date, very few studies have probed the role of socio demographic profile on the occupational stress. The reaction to stress depends on individual characteristics such as family responsibilities, marital status, past experiences etc. (Lazarus & Folkman, 1984). Thus, it becomes imperative to examine the role of demographic profile on occupational stress.

### Objectives of The Study

- To examine the level of role stress in Himachal Pradesh Police.
- To identify the major role stressor in Himachal Pradesh Police on the basis of demographic variables

### Hypotheses

In order to meet the objective of the study, the following hypotheses were developed:

H<sub>1</sub>: Role stress differs significantly among male and female respondents.

H<sub>2</sub>: Role stress differs significantly among married and unmarried respondents.

H<sub>3</sub>: Role stress differs significantly across the educational qualification of the respondents.

### Research Methodology

#### Sources of Data

This study has utilised primary and secondary data. Primary data was collected from the respondents through a questionnaire. Secondary data was collected from the previous researches, journal articles and reports of Bureau of Police Research & Development.

### Sample

The data was collected from Police personnel of four districts in Himachal Pradesh namely, Shimla, Solan, Kangra & Mandi. The districts were chosen on the basis of relative population of Police personnel in all the districts of the state. A total of 305 Police personnel by the method of convenience sampling participated in the study.

### Research Instrument

Role stress in Police personnel was measured with the help of Occupational Role Stress (ORS) scale developed by Pareek (1983). The scale measures the role stress on ten dimensions which includes Inter Role distance, Role Overload, Self-role distance, Role Ambiguity, Resource Inadequacy, Personal Inadequacy, Role Stagnation, Role Expectation conflict, Role Erosion and Role Isolation. The scale items were further adapted in accordance with the work environment of the Himachal Pradesh Police. Further, the instrument was assessed for reliability and validity tests.

### Reliability & Validity

For the purpose of reliability, the value of Cronbach's alpha was checked for Occupational Role Stress (ORS) scale which was 0.82. Since, the value was within the acceptable range it indicates that the measure used was reliable (Nunnally, 1978). For the purpose of validity, face validity was determined after discussion with subject experts and key respondents.

### Data Analysis

The collected responses were coded into SPSS (20.0). In order to meet the objectives



and testing of hypotheses statistical tools such as mean, standard deviation, Independent sample t test and one way ANOVA were used. The results have been further tabulated. Also, in order to identify the stress levels of Police personnel the stress scores were interpreted on the basis of class intervals calculated. Herein the stress scores between 1.00-1.80 were interpreted as *Very Low* stress, 1.81-2.60 as *Low* stress, 2.61-3.40 as *Moderate* stress, 3.41- 4.20 as *High* stress, 4.21-5.00 as *Very High* stress.

### Findings Of The Study

#### (i) Stress Level Assessment in Police

Table 1 presents the descriptive statistics of the occupational stress in Police personnel

of Himachal Pradesh. It can be seen that the mean score of overall occupational stress was 4.05. This implies that the Police personnel of Himachal Pradesh were facing *High* stress. The results also showed that the major role stressors in Police personnel were *Inter Role Distance* (M= 4.43, SD=0.60) followed by *Resource Inadequacy* (M= 4.40, SD= 0.45) and *Role Overload* (M= 4.38, SD= 0.52). Further, respondents were grouped on the basis of class intervals calculated. It was found that least number of respondents fell in the category of *Very Low* and *Low* stress. 6.23% of the respondents were facing moderate stress. Maximum (48.20%) numbers of respondents were facing *High* stress. Also, 44.59% of the respondents were facing *Very High* stress.

**Table 1: Descriptive Statistics of occupational stress in Police personnel of Himachal Pradesh**

Variables	Mean	SD
Inter Role Distance	4.43	0.60
Role Overload	4.38	0.52
Self Role Distance	3.93	0.65
Role Ambiguity	3.87	0.64
Resource Inadequacy	4.40	0.45
Personal Inadequacy	4.02	0.66
Role Stagnation	3.96	0.64
Role Expectation Conflict	3.95	0.61
Role Erosion	3.92	0.69
Role Isolation	3.81	0.65
Overall Occupational Stress	40.67	6.11

#### (ii) Role stressor identification in Police: Demographic Analysis

The study endeavoured to identify the major role stressors on the basis of

demographic variables, i.e. gender, marital status and educational qualifications. Descriptive statistics were utilised to meet this objective. Table II reveals that the female Police personnel were found to be

more stressed than male Police personnel. The major stressor found in female Police personnel was *Resource Inadequacy*. Also, Independent sample t test was used to identify if there existed a significant difference in role stress among male and female Police personnel. Table II depicts that

there was a significant difference in male and female Police personnel across seven dimensions (out of ten) of occupational stress. As significant differences have been reported across seven dimensions of role stress,  $H_1$  has been partially accepted.

**Table II: Difference in Stress Levels on the basis of Gender using Independent sample t- test**

Dimensions	Male		Female		T value	P Value
	Mean	SD	Mean	SD		
<b>Inter Role distance</b>	4.45	0.61	4.23	0.44	1.69	0.105
<b>Role Overload</b>	4.40	0.53	4.20	0.33	2.07	0.048
<b>Self role Distance</b>	3.89	0.67	4.18	0.37	-2.44	0.021
<b>Role Ambiguity</b>	3.82	0.06	4.18	0.31	-3.39	0.002
<b>Resource Inadequacy</b>	4.41	0.46	4.25	0.35	1.64	0.115
<b>Personal Inadequacy</b>	4.00	0.69	4.10	0.22	-1.05	0.296
<b>Role Stagnation</b>	3.92	0.66	4.18	0.34	-2.28	0.029
<b>Role Expectation Conflict</b>	3.90	0.63	4.21	0.35	-2.80	0.009
<b>Role Erosion</b>	3.88	0.72	4.16	0.27	-2.78	0.008
<b>Role Isolation</b>	3.75	0.66	4.18	0.40	-3.50	0.002
<b>Overall Occupational Stress</b>	40.42	5.69	41.87	3.38		

**Note:** The *p* values of the dimensions reporting statistical significance has been marked in bold.

Table III shows significant difference between married and unmarried Police personnel across all dimensions of role stress (except *Role Ambiguity*). It was found that married Police personnel were more stressed in comparison to their counterparts.

The mean scores reveal that the major role stressor in married Police personnel was *Inter Role Distance* ( $M= 4.64$ ). Since, significant difference has been reported on nine dimensions of role stress,  $H_2$  has been partially accepted.

**TableIII: Difference in Stress Levels on the basis of Marital Status using Independent sample t- test**

Dimensions	Married		Unmarried		T value	P Value
	Mean	SD	Mean	SD		
<b>Inter Role distance</b>	4.64	0.59	3.96	0.24	3.81	<b>0.000</b>
<b>Role Overload</b>	4.60	0.45	3.92	0.28	9.83	<b>0.000</b>





<b>Self Role Distance</b>	4.04	0.63	3.70	0.64	2.70	<b>0.009</b>
<b>Role Ambiguity</b>	3.90	0.70	3.80	0.47	0.90	0.366
<b>Resource Inadequacy</b>	4.59	0.40	3.98	0.20	10.61	0.000
<b>Personal Inadequacy</b>	4.13	0.71	3.76	0.42	3.54	<b>0.001</b>
<b>Role Stagnation</b>	4.09	0.65	3.69	0.49	3.66	<b>0.000</b>
<b>Role Expectation Conflict</b>	4.02	0.64	3.78	0.50	2.13	<b>0.036</b>
<b>Role Erosion</b>	4.00	0.73	3.73	0.56	2.19	<b>0.031</b>
<b>Role Isolation</b>	3.88	0.66	3.63	0.60	2.07	<b>0.041</b>
<b>Overall Occupational Stress</b>	41.89	6.16	37.95	4.4		

**Note:** The *p* values of the dimensions reporting statistical significance has been marked bold.

Table IV reports significant difference in role stress amongst the Police personnel on the basis of educational qualification. The significant difference was reported on seven dimensions of role stress. It was noted that post graduates respondents were most stressed in comparison to those with

lower educational qualification. *Inter Role Distance* was identified as the major stressor amongst the post graduates. Since, the significant differences have been reported on seven dimensions of role stress,  $H_3$  has been partially accepted.

**Table IV: One Way ANOVA on Role stress: Educational Qualifications**

Dimensions	Post Grad.		Graduate		Inter		Matric		F	Sig
	Mean	SD	Mean	SD	Mean	SD	Mean	SD		
<b>Inter Role distance</b>	4.50	0.44	4.35	0.61	4.54	0.70	4.43	0.56	0.71	0.546
<b>Role Overload</b>	4.47	0.38	4.36	0.50	4.36	0.58	4.18	0.74	0.66	0.000
<b>Self role Distance</b>	4.45	0.30	3.73	0.62	3.90	0.72	4.00	0.64	8.52	0.573
<b>Role Ambiguity</b>	4.37	0.35	3.66	0.59	3.79	0.77	4.21	0.20	9.85	0.000
<b>Resource Inadequacy</b>	4.43	0.38	4.31	0.43	4.47	0.56	4.68	0.34	2.11	0.103
<b>Personal Inadequacy</b>	4.30	0.51	3.88	0.57	3.95	0.84	4.37	0.82	3.41	0.020
<b>Role Stagnation</b>	4.38	0.32	3.81	0.56	3.77	0.86	4.37	0.44	7.48	0.000



<b>Role Expectation Conflict</b>	4.33	0.35	3.76	0.55	3.97	0.77	4.15	0.64	6.09	0.001
<b>Role Erosion</b>	4.34	0.40	3.73	0.68	3.78	0.77	4.53	0.33	8.17	0.000
<b>Role Isolation</b>	4.23	0.38	3.57	0.63	3.82	0.65	4.28	0.55	9.22	0.000
<b>Overall Occupational Stress</b>	43.8	3.81	39.16	5.74	40.35	7.22	43.2	5.26		

### Discussion

The results of the study revealed that the Police personnel were facing high role stress. The study identified the major sources of role stress as *Inter Role Distance* followed by *Resource Inadequacy* and *Role Overload*. Role stress caused by *Inter Role Distance* indicates that the respondents were facing stress due to multiple roles required to be performed by them. For instance, they have to conduct investigations and also ensure that there is no unrest amongst the complaining parties. Respondents also hinted difficulty to strike a balance between personal and professional life. Round the clock duties, working on festivals does not allow them to spend adequate time with their family and friends. Inability to handle family affairs sometime also affects their efficiency at workplace. Role stress caused by *Resource Inadequacy* indicates that the resources were inadequate to meet the job demands effectively. The Police department of the state has been reporting staff shortage adding to their woes. There are a total of 1979 vacant positions in the Police department. Also, the number of vehicles at the disposal of Policemen is quite low in the state. According to Bureau of Police Research & Development (2019), the

average number of vehicles available per 100 Policemen was 9.91 at national level. With respect to Himachal Pradesh Police it was 6.16 vehicles per 100 Policemen. *Role Overload* was identified as another major stressor causing role stress in Himachal Pradesh Police. There are several factors that contribute to *Role Overload* in Police personnel. It was felt that extended hours of shift duty drains the Police personnel both physically and mentally resulting in stress. According to Himachal Pradesh Police Act, 2007 (p.66), the state government is required to ensure that the average working hours of a Police officer does not exceed 8 hours a day. However, in reality the 8 hour shift duty does not exist. In a study sponsored by Bureau of Police Research & Development, Kumar (2014) reported that there is no shift system followed in Himachal Pradesh Police. Moreover, staff shortage in the department adds woes to the increased workload in the department. On the other hand, there is an increased awareness amongst general public in terms of laws and their rights. This has resulted in increased registration of cases and Police needs to take all precautions while dealing with public. Use of computers and smartphones has resulted in increased cybercrimes (e.g.



password thefts, unauthorised account access, inappropriate viral messages on social media etc.), thus increasing the nature and complexity of crimes. *Role Overload* has been identified as the major role stressor in Police personnel by earlier researchers as well (Saxena, 2003; Bano, 2011; Hunnur, Bagali & Sudershan, 2014).

Further, the study intended to explore if there is any significant difference in role stress when the respondents were grouped on the basis of demographic variables. While grouping the respondents on the basis of gender, it was found that female Police personnel were more stressed than their counterparts. *Resource Inadequacy* emerged as the major stressor that was causing stress in females. It was observed that female Police personnel were more dependent on vehicles in department to reach distant places. Also, the female officers were always accompanied by a fellow officer to visit investigation sites. Lack of adequate staff often hinders them to perform their duties. A study by Ragesh et al. (2017) reported similar results wherein, female Police personnel were more stressed than male Police personnel. Similarly, it was examined if there is a significant difference in role stress on the basis of marital status. It was seen that married Police personnel were more stressed than unmarried Police personnel. *Inter Role distance* was reported as the major role stressor amongst the married respondents. Married individuals constantly juggle between personal life and work life. Thus, the stress caused due to the conflict between work life and personal life is implicit.

Further, it was found if there existed any significant difference in role stress across four categories of educational qualifications. The respondents were grouped on the basis of educational qualifications. The four categories formed were post graduate, graduate, intermediate and matriculation. It was noted that the post graduate Police personnel were most stressed amongst all. In this category also, *Inter Role Distance* was reported as the major role stressor. After spending considerable time in educational attainment and securing a job, individuals also look forward to spend leisure time with family and friends. Inability to maintain a balance between the personal and professional roles results in stress. Similar results have been reported by Jaiswal et al. (2015), wherein the Police officers who were more educated (post graduates) were more stressed.

### Implications & Suggestions

Policing in a society is very crucial for maintaining peace and harmony. It is ironical that the agency responsible for maintaining peace is itself facing high role stress. The authors make the following recommendations to combat the role stressors found in Himachal Pradesh Police:

To reduce role stress caused by *Inter Role distance*, *Role Overload* & *Resource Inadequacy*:

Initiatives can be taken wherein they can spend time with their family and non-Police friends as well. Sports events, outings, workshops involving friends, family and children of the Policemen can be organised. It will help the Policemen to spend quality



time with their family and friends. There is also a need for effective manpower planning to ensure leaves and holidays to Policemen when needed.

The Policeman is required to dispense multiple roles at workplace. It is suggested that counselling activities, training sessions should be arranged in order to equip them to handle multitude of responsibilities. Implementation of 8 hours shift duty is suggested to reenergise an employee to perform their duties with greater passion.

Sufficient resources aid the employees to perform better and meet the job demands. The department needs to take initiatives for improving the number of vehicles, procuring technologically upgraded equipment etc. However, a transition has been observed wherein leverage of technological advancements has been embraced. "In developed nations, as you step out of your house, you remain under the surveillance of cameras and there is a zero possibility of any criminal to escape this system. Himachal Pradesh is also under the process of increasing the number of CCTV cameras and other technologies" -DGP, Himachal Pradesh Police (Times News Network, 2019). The department also needs to invest in better accommodation facilities and personal space for rest.

To reduce role stress in Female Police Personnel:

Female Police personnel were found to be facing stress majorly due to *Resource Inadequacy*. Since, this role stress was faced more by female Police personnel, interactive sessions can be arranged for the

female staff for how to perform their duties with limited resources.

To reduce role stress in Married Police Personnel:

Married individuals were found to be facing stress owing to *Inter Role Distance*. Long working hours doesn't allow them to spend time with their family on regular basis. It is suggested that events for the family can be arranged on festivals if the Policemen are on duty. The spouses and other family members of the Police can also be educated on how they can offer support to reduce stress.

To reduce role stress in Post Graduate Police Personnel:

Post graduate Police personnel were also found to be facing stress majorly due to *Inter Role Distance*. Counselling and training sessions can be arranged for this category of Police personnel to handle multiple roles possessed by them.

## Conclusion

Policing has been identified as a stressful occupation by various researchers (Kumar, 2014; Xavier & Prabhakar, 2016). The present study also found high levels of stress in Police personnel of Himachal Pradesh. Expanding tourism, labour migrations, increased public awareness, unemployment, and modernisation has changed the scenario of the state policing. Practicing spirituality, meditation and other relaxation techniques is the new mantra being promoted to overcome stress. The department can actively engage and adopt such programmes for the wellbeing of the Police personnel.



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# Drugs, not Flowers, are booming in Manipur's Borderlands



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## Abstract

*In Moreh, Manipur, drug trafficking is common along the Myanmar border. The geographical features of Myanmar as part of Asia's "Golden Triangle" and the significance of the state's common border with Myanmar aided the expansion of illicit smuggling. Drug traffickers use the hilly borders and the sparsely scattered security personnel to carry out their modus operandi. In this context, the imminent "Trans Asian Highway" and Railway project connecting Imphal to Southeast Asia under India's "Act East Policy" will exacerbate the issue. The number of smuggling cases intercepted by security officials on the Moreh route often exceeds crores of rupees. It includes heroin and synthetic narcotics. On the other hand, acetic anhydride and ephedrine were required to transform raw opium to heroin, transported from India via the Moreh Corridor. Systematic investigations are being carried out to determine the land routes that generate frequent drug trafficking instances at certain locations of major border crossroads. This study is part of a larger effort to highlight the problem of illegal drug smuggling along the Manipur-Mandalay land route. It calls for limiting proliferation to enhance political links between the two areas. This article describes how Manipur State has quickly become a drug trafficking hotspot as the smuggling activity transfers from Myanmar's eastern border to the western route. With the implementation of the Act East Policy, new non-traditional security concerns have quickly emerged as a serious concern for policymakers.*

**Keywords:** Drug trafficking, Insurgency, Cross border.

## Introduction

Manipur has a border with Myanmar (Burma), and while Moreh is the official border crossing point, the main trade centres

on the Burmese side are Namphalong and Tamu. Free Movement Regime (FMRs) of up to 14 kilometres on both sides of Moreh and Myanmar ease distribution and

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buying. The insurgency has impacted the state's borderland. However, a new threat developed in drug trafficking near the border, which proved profitable for various actors. Multiple illegal drugs are being trafficked across the border at less secure locations, north and south of Namphalong hilly tracts. The Kabaw Valley is a vital hub for smuggled drug storage facilities on the Burmese side. The earliest evidence of cross-border heroin trafficking between India and Myanmar was uncovered in the early 1990s when laboratories were located in western Burma in 1992. From western Burma to northeast India, two major drug trafficking routes exist. The main road begins in Mandalay and continues via Monywa and Kalewa before splitting northward to the Tamu-Moreh border crossing and NH 39 in Manipur, and southward to Hri-Champhai in Mizoram. Homalin, located further north, is accessible by Bhamo and serves as a gateway into Nagaland; then continues to Dispur in Assam, where it meets up with other cargoes bound for Kolkata and the Indian subcontinent. Heirok (Manipur), which borders the Ukhrul district and Myanmar, has several mountainous foot trails and an impossible road. Villagers are utilised as drug traffickers because they know the region and can transport narcotics simply. Due to a lack of alternative sources of revenue, these initiatives provide a source of money for underprivileged communities. Insurgent organisations engage in commerce and control the hills, generating enough financial support to finance the organisation.

Methamphetamine made in Myanmar, which

formerly saturated the Southeast Asian drug market, has arrived in Northeast India. The contraband from India Myanmar Road has been routinely intercepted by Indian security personnel. Security officers discovered a total of Rs. 22 crore worth of drugs along the Moreh Highway in January 2019. Drug value and statistics are rising despite continuous checks and arrests by security agents along the route. The pill, dubbed "WY" and labelled "World is Yours," is a well-known brand of methamphetamine produced at the drug-running centre of Ho Tao in Burma's Wa Hills, near the eastern Chinese border. To make methamphetamine, these facilities in northern Burma employ ephedrine from India. The chemicals required for manufacture are trafficked from India, and the completed product spreads across borders once again. In 2011, the Narcotics Control Bureau uncovered a mobile heroin production laboratory in the Manipur Valley for the first time.

## Research Methodology

### Field Site

The study focuses primarily on Moreh town and its associated land routes, major drug trafficking and proliferation hubs. The inter-governmental Free Movement Regime connects Moreh town with Myanmar commercial towns Namphalong and Tamu (FMR). This is one of the primary reasons for choosing Moreh for the research. Another factor is the border town of Moreh's geopolitical significance as the "Gateway to Southeast Asia".

The findings and analysis are divided into two sections: *Narcotics on the Rise in*





*Porous Borderland and National Security Implications.*

### **Narcotics on the Rise in Porous Borderland**

The situation of drug trafficking in Manipur is an intriguing one. To unravel the phenomena of the illicit narcotics trade, a complete analysis of the dimension of drug trafficking from Myanmar to Manipur is required. Poppy was grown in highland districts such as Kangpokpi, Chandel, Tengnoupal, Ukhrul, and Kamjong. Many villages plant poppy instead of rice and other vegetables since it provides more financial benefit and income. The creation and manufacture of heroin has emerged as the most serious issue in Manipur. The lack of overhead monitoring makes discovering substantial supply or transit routes in steep terrain difficult. Borderland is also a major concern. Many unauthorised routes exist and are utilised locally by smugglers for drugs trafficking. The primary access point is the Moreh borderland. Drug trafficking between Manipur and Myanmar has expanded in numerous ways; drug shipments are now better hidden. Most narcotics are transported by smugglers via illegal routes, as the Tri-National Highway that passes through Moreh town is guarded by security authorities at several critical places.

Manipur-Myanmar's open borders facilitate the unrestricted flow of illicit products. The procedure allows for unfettered movement between Manipur's Moreh and the Burmese border town of Tamu. Insurgents' ethnic affiliations and shared economic objectives encourage mutually beneficial illicit companies. The Manipur border

has become a key link in a growing route from the infamous Asian Golden Triangle. Smugglers have been compelled to seek alternate routes to the west due to increased international attention and tight surveillance along the Burma-Thailand and Burma-China borders with Yunan. Along the new smuggling routes, the northeast states are the most susceptible. In the future years, the border between India and Myanmar might become a significant region for illegal drug manufacturing.

Drug trafficking via the corridor and accompanying land routes has been highlighted in the aftermath of criminal activity on the Manipur-Myanmar border. The path is as difficult as the terrain. The Moreh Corridor is a critical political front and starting point for the central government's Act East Policy and opening the door to Southeast Asia. Every illegal act constitutes a threat. Since then, Asia's famed Golden Triangle has been looking for new methods to expand its drug industry to the west and penetrate the global market to benefit the robust and thriving Indian economy. The border is a porous, poorly protected mountainous territory with the least development and protection, opening opportunism.

Burma is regarded as the world's leading producer of illicit narcotics and a transit point to China. Political conflict between the Burmese government and rural areas governed by warlords has resulted in complex geopolitical scenarios, leading to booming illegal commerce. Since the establishment of the Communist Party of Burma (CPB) in 1989, there have been



two critical shifts in Southeast Asian drug trafficking. More heroin from the Golden Triangle began to depart Burma via China rather than Thailand. For another, there was a transition from heroin manufacture to methamphetamine production. The area's insurgency is inextricably tied to drug trafficking, in which Moreh plays a crucial role. In 1995, when the legalisation of border commerce between India and Myanmar in 22 trade items through Moreh, Champhai (Mizoram), and Lungwa (Nagaland) was initiated, drugs have been trafficked into Moreh and sent to India's eastern part and the international market. Due to the drug link, several rebel factions considered Moreh a crucial location for collecting money, arms, and ammunition. Border fencing is a strategy to handle the issue, which is similarly loaded with uncertainty, if not general short-sightedness, due to historical, social, and economic factors.

The Northeast states of India, which are plagued by underdevelopment and ethnic insurgents, face unique drug geopolitics in the region. Methamphetamines made in Burmese laboratories and long saturated Southeast Asia's drug markets are now popping up in northeast India. Burmese drug barons' control of large-scale amphetamine manufacture has considerably influenced drug addiction in neighbouring nations, particularly Thailand and India.

Manipur's Highway 39 segment of the Trans Asian Highway has become an increasingly essential connection going out of the infamous Golden Triangle, consisting of Myanmar (Burma), Thailand, and Laos. Though the volume of narcotics entering

Manipur has risen in recent years, Moreh's trade is only a fraction of the country's large-scale illegal traffic, whether heroin or amphetamine. Manipur has become a vital transit point for Myanmar's narcotics to mainland India and other foreign markets. Another concern is the presence of several mobile drug production facilities along the Chindwin River near the Manipur border. Under pressure from the large gangs that control eastern Myanmar, medium-sized Burmese drug smugglers relocated their operations to the western border. Contraband narcotics are smuggled in and transhipped to Manipur by drug peddlers, who then transhipped them to other Indian metropolises. Vehicles utilised highway corridors to carry narcotics in Manipur. Discrimination, poverty, unemployment, gender-based violence, and armed conflict are major drivers of trafficking in the northeast.

Security forces' capabilities are put to the test by illegal drug trafficking. Drug trafficking endangers social stability and economic success in direct and indirect ways. Furthermore, cross-border drug trafficking harms ties between neighbouring nations and the international community. Economic growth and regional integration provide several benefits, including increased mobility of goods, services, people, and money and the prospect of cross-border criminal gangs endangering human security and undermining the rule of law. Drug traffickers establish contacts and coordinate unlawful actions across state lines by leveraging the globalisation of transportation and community technology.



Drug trafficking is frequently carried out through a dispersed network of small manufacturers that sell raw materials to large-scale drug distributors.

**Table 1: Detail of Seizures in 2021**

Sl. No	Specification of Seized Narcotics (in grams/kg)	Responsible Agency	Date of Operation	Team involved, Activity, Offender & Specific Area of Operation
1.	31,000 WY tablets worth ₹1.55 crore	Assam Rifles	23/12/2021	Moreh Battalion 43 Assam Rifles arrested a peddler on a Kenbo bike near T Bongmol village in Tengnoupal district.
2.	47 soap cases weighing 733 grams heroin worth ₹1.46 crore	Manipur Police	20/12/2021	Under the supervision of SP, Imphal East, three teams of Narcotics Cell, Executive Magistrate of Imphal East and Volunteers of Youth Athletic development Association (YADA) of Kshetrigao frisking and checking around tribal Market Checkon arrested Kamlalmuan Vaiphei (36), residents of M. Molhoi Village, Churachandpur District.
3.	3716 soap cases of heroin and 152 packets of crystal meth (methamphetamine)- 54 kg Brown sugar and 154 kg Methamphetamine (ice meth), estimated worth over ₹508 crore.	Manipur Police and Assam Rifle	7/12/2021	Moreh battalion 43 Assam Rifles during a joint operation with (Tengnoupal Police) in Moreh seized from a house owned by a woman married to a Chinese national, and suspected to be in Mandalay, Myanmar.
4.	1 lakh WY Tablets worth ₹ 5 crore.	Assam Rifles	4/12/2021	Troops of Tengnoupal Battalion of Assam Rifles intercepted a vehicle moving from Moreh to Pallel. Three persons arrested.
5.	1 kg of Ice drug (crystal methamphetamine), which is worth over ₹2 crore.	Narcotics and Affairs of Border	4/11/2021	Team of Narcotics and Border Affairs (NAB) arrested three persons and upon revelation one person from Sekmai.



6.	41 kg brown sugar, 110 litres of Morphinated liquid, one lime bag weighing 5.280 kg, white Ammonium Chloride weighing 1.274 kg total worth ₹164 crore	Manipur Police	21/10/2021	Thoubal Police conducted a search operation at Lilong and busted illegal drugs factory. Arrested Md. Saukat Ali and Chinneilam Haokip alias Lalam alias Lamsee.
7.	27 cartoon boxes from a truck. Total number of 2700 bottles of COFREN-CD cough syrup containing 100 bottles in each carton box.	Manipur Police	21/10/2021	Combined Anti-Drug Cell, Jiribam Unit and Jiribam Police arrested driver Biplob Baisnab near Jiribam Driver Union Office, Leingangpokpi. Revealed that all 27 boxes containing COFREN-CD cough syrup were loaded from M/S North Eastern Carrying Corporation Ltd. Guwahati. A case under FIR NO. 17(10)2020 JBM-PS u/s 21(b)/60(3) ND&PS Act has been registered at Jiribam police station.
8.	10 soap cases containing Heroin powder weigh about 120 grams worth over ₹24 lakh	Manipur Police	3/10/2021	Team of Porompat police station of Imphal East district arrested Md. Nawaj Khan (27) of Thoubal district from Thiyam Saijin Pallak under Irilbung police station.
9.	273 soap caps containing 3.412 kg of heroin	Narcotics and Affairs of Border (NAB)	10/9/2021	Narcotics and Affairs of Border arrested four people, Yumnam (O) Noni of Moreh and RK Devi of Thangmeiband, Thounaojam Brojen of Kakching and Laishram Rabichandra Singh of Heingang.
10.	53 packets of Brown sugar. 50 packets of Brown sugar Total weight seized 1 kg 296 grams of Brown sugar total worth ₹2 crore and 59 lakhs from the two-car.	Manipur Police	September 2021	Tengnoupal District Police arrested Md. Salim Khan (27) of Sora in Thoubal district from a Maruti Alto to Imphal from Moreh. Tengnoupal District Police arrested Laljuithang Gangte (20) of Moreh Ward No. 9 in Tengnoupal District from a Hyundai Verna.



11.	430 kg of contraband narcotics, 40 kg of Brown Sugar worth over ₹90 crore.	Manipur Police	1/9/2021	Manipur Police busted a drug factory in Yairikpok Tuliha Awang Leikai, Imphal East district, and arrested Mohammad Firoj, including a police head constable 42-year-old Muzibur Rahman.
12.	45 soap caps of heroin totalling 573.5 grams.	Manipur Police	15/9/2021	Lilong police station arrested Buyamayum Shahabuddin, of Hiyangthang Pallak.
13.	100 soap cases of heroin weighing 1.324 kgs.	Assam Police	30/8/2021	Guwahati Police Special Squad led by CP, Partha Sarathi Mahanta recovered 100 soap cases of heroin tracked from Moreh to Churachandpur and till Sonapur. Four persons arrested – Khaiminlal Touthang (34), Seiminthang Mate (37), Paominthang Lhanghal (30) and Kailason Khongsai (35) from Manipur and further arrested Lulun Kuki (51) and Kamkhajim (56) of Manipur as well from Guwahati City.
14.	60 packets of heroin weighing 660 grams worth ₹4.5 crore	Assam Police	19/8/2021	Police deployed near Jorabat outpost under Basistha Police station intercepted a truck from Manipur. The driver and another person were arrested from Thoubal district of Manipur.
15.	15 packets methamphetamine and 50 packets WY tablets worth ₹30 crore in local markets and ₹100 crore in international market.	Manipur Police	15/7/2021	Team from Senapati police station led by Additional SP ML Kaisungbou intercepted a truck along the highway at Hengbung in Senapati. Driver Mohammad Azad Khan from Thoubal arrested.
16.	57 cough syrup bottles 3980 SP capsules, 150 N-10 tablets and 45 bottles of cough syrup	Manipur Police	28/9/2021	Combined team of Thoubal district police and All Lilong Anti-Drug Committee from Md. Riyajuddin (40) at Lilong Turel Ahanbi Mathak. Combined team of Thoubal district police and Imphal East Narcotic Cell arrested Abdul Razak (45) of Porompat Muslim Leirak Number 2.



17.	70 packets of brown sugar (44 packets in soap cases and 26 packets without soap cases) weighing 839 grams	Manipur Police	12/6/2021	Combined team of Tengnoupal District police and Commando Personnel arrested driver Zamkhosei and vaknejem Gangte from a vehicle at Kondong Lairembi, near Moreh Police Station.
18.	565 gm. of refined brown sugar, 1,104.98 kg of crude heroin and brown sugar, 5 kg of opium, 131 litres of morphine liquid, ammonium chloride	Manipur Police	7/3/2021	Thoubal Police busted a drug manufacturing laboratory and arrested three persons at Lilong Nungei Khunou Mamang
19.	610 Yaba Tablets and 27 gm. of heroin worth ₹20 lakhs and 80 grams of heroin	Manipur Police and Assam Rifles	2/3/2021 & 3/3/2021	Joint team of Manipur Police and 38 Assam Rifles at Pheidinga waiting shed, Imphal East arrested one person. Upon revelation arrested another from Pangong Makhong.
20.	112 kgs of brown sugar	Manipur Police and Assam Rifles	26/2/2021	Manipur police and the Assam Rifles busted a drug manufacturing laboratory in Thoubal. Two persons arrested.

**Source:** Personal Data Collection 2021, Narcotics and Affairs of Border, Manipur Police.

### **National Security Implications**

The Golden Triangle nations, particularly Burma, one of the greatest opium-producing countries after Afghanistan, pose a significant threat to India. According to the United Nations Office on Drugs and Crime (UNODC), Police in Laos, Thailand, and Myanmar recovered at least 90 million methamphetamine pills and 4.4 tonnes of crystal methamphetamine in January 2022, the bulk of which was manufactured in Myanmar's Shan State's isolated border areas. In 2020 alone, Myanmar generated about 405 metric tonnes of opium. Seizures of amphetamines, heroin, and other narcotics in Northeast India show an increase in drug trafficking in the region. This rising tendency is related to three major dangers. First, when

the number of addicts grows, it raises local consumption and influences local health problems. Second, military and police organisations are involved in smuggling activities. Third, it includes insurgency groups in the drug trade to defend the drug mafia and make quick money. Regulation of drug trafficking in the region would continue to be a danger to India's security interests in the absence of active participation by Myanmar authorities. On the Indian side, the presence of non-state armed organisations in the guns and narcotics trade is a well-known phenomenon.

Since the mid-1980s, the commercial liberalisation of southern China and northeast India has also allowed new trafficking routes. Since 1985, drug trafficking has followed



the ancient Burma Road, crossing the post on the Burma-China border between Muse and Ruili, then to Baoshan, the nineteenth-century epicentre of opium trafficking in Yunnan, and finally Dali and Kunming. The Chinese border, which stretches for almost 1200 kilometres, has experienced increasing traffic since Burma's junta legalised cross-border trade in 1986, as well as after the fall of the Communist Party of Burma (CPB) in 1989 and the expansion of the ethnic United Wa State Army (UWSA). The issue is not restricted to drug trafficking between Burma and China; there is also some movement in northeast India. Opium and heroin are transported from the poppy plantations of northeast Burma to Northeast India via Bhamo, Lashio, and Mandalay. In the early 1990s, the first reports of heroin trafficking across the India-Burma border surfaced. Six heroin factories have been uncovered in northeast India, extending from western Myanmar to Manipur, Nagaland, and Mizoram. The primary road begins in Mandalay and travels via Monywa and Kalewa before diverging north to the Tamu-Moreh border crossing, the Manipur NH 39 Road in India, and south to south Hri-Champhai in Mizoram. Homalin is accessible farther north via Bhamo and a gateway to Nagaland. The heroin is brought to Assam and mixed with other goods bound for Kolkata and the rest of the Indian subcontinent via Dispur.

On the other hand, Burmese heroin and other narcotics travel by road or the Irrawaddy River from Mandalay to Rangoon. Even though cross-border trade was only legalised in 1995, this surge in drug trafficking occurred against the backdrop of a thriving criminal economy centred on Tamu/Moreh and Hri/Champhai

since 1965. Political and social instability, armed violence linked with insurgency, and persistent underdevelopment and poverty all contribute to a lengthy and poorly guarded border that is prone to drug trafficking and the smuggling of precious stones, teak, gold, and a variety of consumer goods.

The rise in illicit commerce, particularly drug trafficking, is primarily to blame for the rapid deterioration of the social environment in Northeast India, particularly in Manipur, which borders Myanmar. Northeast India is a major heroin trafficking corridor. Different chemicals required to produce heroin No.4 from raw opium are transported from Kolkata and other national regions to Tamu, Mandalay, and eventually to the Shan States' north-eastern region. After being refined, heroin No.4 is trafficked into Northeast India and eventually onto the global market. Keeping this in mind, any open commerce between India and Southeast Asia carries the risk of a floodgate of immigration, as well as hordes of heroin smugglers from across the border. More roads and trains across Myanmar will carry drugs and organised crimes. The golden triangle has had a negative impact, notably in Manipur and the other North-East states.

Drug trafficking is encouraged by organised crime in the northeast, where the sickness, dubbed the "hidden plague," is expanding rapidly. Manipur, located near the Golden Triangle on the borders of Myanmar, is the South Asian region's drugs gateway. Illegal drug trafficking and drugs usage endanger national security in border states and areas. Given the vast sums of money involved and the complexities of large-scale trafficking, drug cartels may attempt to attract or coerce government personnel.



Burmese rebel organisations frequently use illegal drug trafficking as a source of revenue. In actuality, whenever a country is challenged by forces capable of causing social, economic, and political upheaval, its national security is jeopardised. Border areas have been damaged by corruption and put at risk by drug traffickers and rebel victims armed with drugs-funded weapons and equipment.

The availability of safe havens for insurgents in Myanmar is a cause of concern for India. The region's insurgents engage in drug trafficking and gun-running companies to continue mobility. The region's closeness to the Golden Triangle allows easy access to drugs and South East Asia's weapons market. It provides easy access to guns and ammo. The security matrix becomes more complicated as additional criminal components are introduced to the canvass. Some of the issues linked with the porous border include smuggling, weapons and drug trafficking.

### Conclusion

Manipur, which has a 358-kilometre border with Burma, is a victim of international drug smuggling because traffickers have discovered that the path via this point on the border is easy. The Golden Triangle's drug-producing regions have contributed to a significant increase in opiate usage among Southeast Asians. It promotes the growth of areas along all of Asia's drug trafficking routes. Various substances have spread from Myanmar's porous borders to the northeast states during the previous two decades. The border with Myanmar is mostly steep, with impassable terrain. Opium and heroin are carried from poppy farms in

northern Myanmar via Bhamo, Lashio, and Mandalay. This area is the quickest path for narcotics from Southeast Asia to the Asian subcontinent's metropolises. Another issue that necessitates a combined action between India and Myanmar is narcotics. The rise in drug trafficking has resulted in a massive surge in local consumption in the northeast. Drug trafficking, insurgency, and weapons proliferation are all recognised as synergistic. The border area with India and Myanmar has turned into a weapons market for the criminal underworld.

Myanmar is presently battling for a new identity as a respectable international actor. Although the conclusion is still uncertain, India is strengthening bilateral ties, including opening India's border with Myanmar in the volatile northeast region. There are compelling reasons to focus on its growth rather than the centipede of the simple way to peace and prosperity. Through network building in Myanmar, Northeast India, and southern China, India's security services confronted continual low-intensity combat and murky economic expansion. As a result, instead of supporting peace, Northeast India's Act East strategy risks permitting ties to regional venues in tough disputes throughout the Golden Triangle. This research investigates the significance of political and social insecurity, armed violence, riots, endemic underdevelopment and poverty, and lengthy, insecure borderlines. These conditions have resulted in drug trafficking along the Manipur-Myanmar border. Furthermore, free trade and business, the human connection under the pretext of tourism, and traditions between comparable ethnic communities along the border are rising.





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# Perceptions of Police on Sexual Victimization of Female Students of Higher Education Institution: A Study among Three Districts of Rajasthan



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Dr. Rufus D.\*\*

## Abstract

*Sexual Victimization has been documented a part of a girl's life, though its severity, timing, place, and life space may vary. Sexual Victimization of Higher Education Institution (HEI) students have been long established in numerous research articles. However, sexual victimization of students of a specific age group and a specific type cannot be justified for a few reasons. Police are the first agency that is knocked after a crime occurrence. The interaction of the Police with the victim is an initial image a victim draws in mind. Supportive interaction with the first agency is half the justice attained for the victim. The past case experiences of Police play a significant role in building perception regarding sexual victimization. When gender biases exist, the working of the Police becomes ineffective and unfruitful. The study will enumerate various perceptions of Police on the sexual victimization of students of Higher Education Institutions (HEI). The objectives will majorly cover: the forms understood as sexual victimization by Police officials, the main reason behind commission of these victimizations, the reasons behind non-reporting of sexual victimizations, the life space perceived to be of highest risk for sexual victimization, the steps taken by Police to deal with victims of sexual crimes and lastly suggestions for female students by Police to deal with sexual victimization*

**Keywords:** Higher Education Institution, Police, Sexual victimization

## Introduction

Pieces of literature have documented one or the other form of sexual victimization in a girl's life. The forms, time of getting victimized, and

the life space of sexual victimization vary. The reasons associated with only a specific age group, constituting the majority of the victims of sexual victimization are: their will

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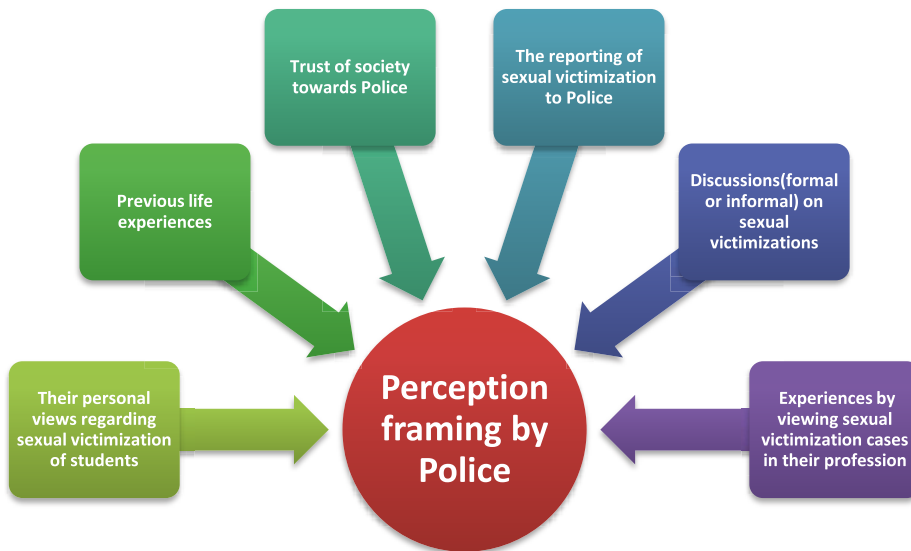
to make new friends and relationships, the peer pressure to make partners, the effect of social media, dating applications, and a sense of fitting in with the changing times etc. However, sexual victimization cannot be justified only by limited reasons. The impact of victimization, to a major extent, depends on *how a victim perceives her sexual victimization?*

Similarly, the perception of Police about sexual victimization plays a crucial role in determining justice accessibility to the victim. The previous cases and personal life experiences of the police officials play a major role in building perception about victims of sexual victimization. The effect of perceptions is reflected in their work and in their attitude. A study mentioned that female officers support the myths regarding sexual

victimization and victim blaming more than male officers (Wentz & Archbold, 2012).

A friendly interaction of Police with a victim is in itself a justice gained. The victim feels confident and motivated and develops a strong attitude against any form of sexual victimization. This attitude provokes them to report any form of sexual victimization to Police. This attitude will also reduce the fear of Police and generate a supportive image of Police in the mind of reporting person. The perception of Police regarding sexual victimization must not get influenced by religion, caste, gender, social status, etc. The Police should treat every victim equally without having any pre-framed prejudices. The paper will focus on understanding the perceptions of Police by interviewing them.

**Figure: 1**



**Need of the study:** The study aims to understand how police officials look at and deal with sexual victimization and its victims.

The tackling strategy and the response of law enforcement agencies to the victim solely depend on the perception of Police about

sexual victimization. Hence, it becomes of utmost importance to understand their perception of the sexual victimization of female students of HEI.

## Literature review

### 1. Role of Police and Victim in Perception framing

Police and victims play a crucial role in exposing and reporting sexual victimizations. Characteristics of the victim and emotional expression play a significant role in attributing a victim's credibility (Sleath & Bull, 2017). The complainant's credibility is an essential factor for case outcomes in sexual victimizations. Reputation, the mental state, and inconsistencies in testimony play a significant role in determining the complainant's credibility (O'Neal, 2017).

### 2. Reasons behind Commission of Offence

Every offender is not the same. They have their motivations for offending. Often, offenders need not have a prior criminal history; they might have stable relationships and have strong social ties (www.nsvrc.org, n.d.). On the contrary, problems behind offending may exist at individual, relationship, societal, and community levels (Centers for Disease Control and Prevention, 2022)

- At the individual level: drug abuse, early sexual initiation, coercive sexual fantasies, the effect of sexually explicit content on media, hatred towards females, having experienced or have seen prior sexual victimization, and acceptance of violent behavior.

- The relationship factors: Violence and conflict in relationships, childhood history of abuse, poor relationship with family members and wrong peer relations.
- Community factors: lack of employment opportunities, poverty, and weak community ties.
- Societal factors: Effect of societal norms that supports male superiority and suppresses females. Weak societal laws and policies related to female violence and gender equity and the increment in sexual victimization against females.

### 3. Reasons for Non-Reporting of Sexual Victimization

Sexual victimizations go unreported due to shame, guilt, fear of not being believed, and confidentiality concerns (Sable, Danis, Mauzy & Gallagher, 2006). Another study mentioned the relationship with the perpetrator to be the primary factor for non-reporting of crime compared to the internal psychological barriers (Jones, Alexander, Wynn, Rossman & Dunnuck, 2009). The fear of being blamed, institutional desensitization, and lack of trust in the Criminal Justice System were also pointed to be the reason for the non-reporting of sexual victimizations (Parti & Robinson, 2021). Even after an attempt to report the victimization is initiated by the victim, some unscrupulous officials do not register the complaint. If the complaint is registered, the victim feels shy and embarrassed to answer delicate questions about their victimization, leaving the case uninvestigated & truth



unrevealed (Chattoraj, n.d.).

#### 4. Police-Victim Interaction

A study portrayed two aspects of police attitude toward victims: i) sensitivity and ii) suspicion. Some cases are real, and other may be fake, as in these cases victim is partly responsible for sexual victimization, and she makes false allegations just to prevent herself from embarrassment and prove her innocence. The way of interaction of police officials with the victims differs and depends on individual's personality and situation. Police officials may have an empathetic attitude towards victims regardless of the life situations in which they were victimized. Police may feel that victims should not face re-victimization by any stakeholder in any situation, including the police (White & McMillan, 2021). Zvi (2021) mentioned the opposite side, where police may develop a negative sentiment toward the victim and blame her for not resisting sexual victimization. To some extent gender of the police is also responsible for framing perceptions about the victim and the offender.

McQueen, Murphy-Oikonen, Miller & Chambers (2021) mentioned the situation of a victim being disbelieved by the police. When the police do not believe the victim, it exposes the victim to an additional trauma apart from the sexual victimization. Murphy-Oikonen, Chambers, McQueen, Hiebert & Miller (2021), in their study, pointed out the situation when the victim gets placed in danger. Their study mentioned that experiencing sexual victimization and being disbelieved by the police placed the victim in a vulnerable situation.

Inzunza (2022) pointed out that police belief can be made strong, and empathetic behavior can be expected only if the victim fulfills the characteristics of an 'ideal victim'. Greeson, Campbell & Fehler-Cabral (2014) focused on the benefit of the positive attitude of the police toward victims. A positive attitude of police generates a positive impact on the victim's emotional well-being and the engagement of the victim in the criminal justice system.

#### Objectives of the study

- To identify forms understood as sexual victimization by Police
- To understand the perception of Police on the reason behind the commission of sexual victimization by the perpetrator
- To explore the reason behind the non-reporting of sexual victimizations
- To identify the risky life space in the context of sexual victimization

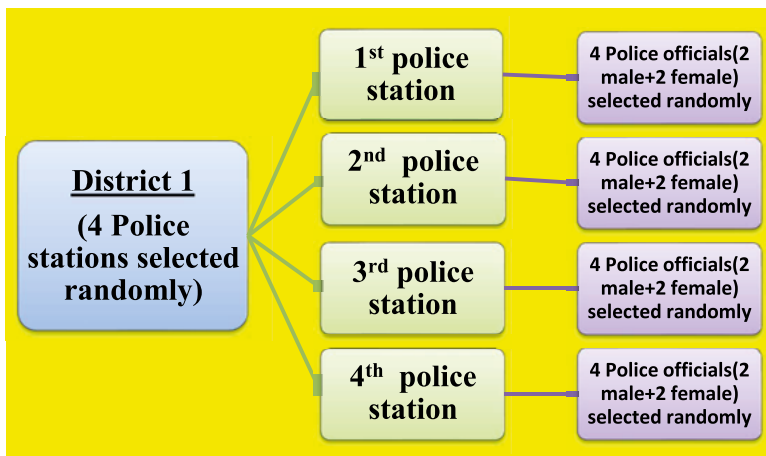
#### Methodology for the study

- **Locale of the Study:** The locale of the present study includes three districts of Rajasthan, namely Bharatpur, Jodhpur and Nagaur selected by simple random sampling.
- **Sample for the Study:** Police officials of various Police stations.
- **Sampling Procedure:** Simple random sampling method was used to collect the samples.
- **Sample Size:** A total of 48 samples were chosen for the study. From a

single district 4 police stations were randomly selected. From a single police station 4 (2 male+2 female) officials were interviewed. Thus, a total

of 16 police officials were chosen from one district. For the study, 3 districts were selected making the sample size of 48 police personnel.

**Figure: 2**



- Research Tool used for the Data Collection: The tool used for data collection was a semi-structured interview schedule eliciting Police personnel responses. The interview schedule comprises of the questions related to perceptions of police people on sexual victimization of female students of HEI.
- Operational Definitions
  - Police: For the study, “Police” means the police officials working in police stations, irrespective of their post.
  - Female students: For the study, “Female student” mean female students pursuing their education from the Colleges of Rajasthan.
  - Higher Education Institution: The term “Higher Education Institutions” means colleges from different districts of Rajasthan.
  - Life Spaces: For the study, “life spaces” are the spaces frequently used by the students. In daily routine, these spaces are unavoidable for any student of HEI. For the study, five life spaces are taken under consideration. Life spaces for the study are:
  - Cyberspace: the non-real or the virtual space in which the electronic medium is used for communication.
  - Family space: family space includes members of home, extended family members, and family friends.
  - HEI: this space indicates the college/ institution campus

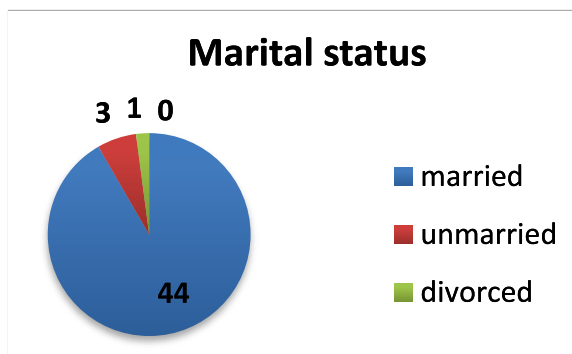


- Public Transportation includes any means of commutation (train, city bus, taxi, rickshaw, cab etc.)
- Public places: public place includes all the places except the spaces mentioned above. Eg. malls, roadside, streets, any worship place, etc.
- Sexual victimization: The term 'sexual victimization' used in this study includes different forms of sexual crimes mentioned in the Indian Laws.
- Analysis of data: Analysis of data was done using MS Excel. The numerical data was represented using different charts.
- Ethical Issues: At every stage of the study, the ethics of the social research were maintained. Informed consent from the participants and confidentiality was maintained by considering the privacy, anonymity, and proper explanation of the study to the participant. All these concerns contributed to building rapport with the participants. The participants were informed to withdraw at any point if they assumed an element of harm was present during the study.
- Limitation of Study
  - The findings of the study cannot be generalized to the larger population.
  - Police officials hesitated to openly speak on sexual victimization. They gave extra focus on their words spoken by them. Hence, the researchers could not have said that objectivity is fully accomplished. However, subjectivity does not exist.

### Results and Discussions

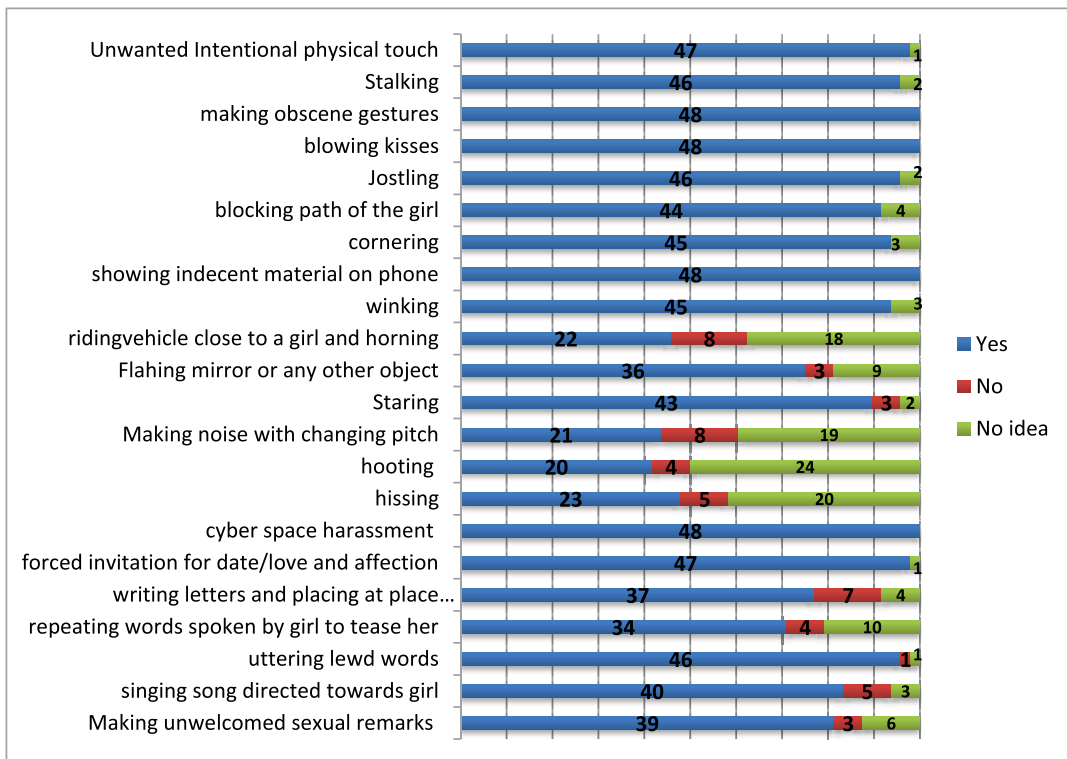
1. Gender: 24 male and 24 female police officials were chosen.
2. Marital status: Majority (44) of the respondents were married.

Chart: 1



### 3. Forms understood by Police as Sexual Victimization

Chart: 2



The forms mentioned above of sexual crimes were directed against the female student making the girl victimized. Intentionally hooting, making noise with changing pitch, and making a hissing sound are least understood as a form of sexual victimization by Police officials. The harassment in the cyber medium, showing indecent material on the phone, blowing kisses, forced invitations for love, dates & affection, unwanted touch, uttering lewd

words, and making obscene gestures are clearly understood as sexual victimization by all the respondents. However, few respondents did not know how to classify the forms, repeating the words a girl spoke, flashing a mirror, or any object to disturb the victim under sexual victimization.

#### 4. As per the respondent the possible reasons behind commission of sexual crimes by perpetrator



**Table: 1**

S. No.	Features	Strongly agree	Agree	Undecided	Disagree	Strongly Disagree
1	Peer group pressure on perpetrator (for fun, revenge, for showing male dominance)	42	3	3	0	0
2	One sided love	6	2	32	5	3
3	Thinking girls as an object to fulfill sexual gratification	28	18	2	0	0
4	Taking advantage of submissiveness/weakness of girl	32	14	1	1	0
5	Alcoholism/Drug abuse by perpetrator	10	29	8	1	0
6	Lack of education/ Lack of religious values	5	8	34	0	1
7	Lack of social bond or social fear	33	10	5	0	0
8	Poor implementation of laws	34	12	2	0	0
9	Joblessness of perpetrator	3	4	28	10	3
10	Lacunae in the upbringing/ Perpetrator might have witnessed the same violence in family	15	29	3	1	0
11	Effect of social media and technology	45	3	0	0	0
12	Deep desire to have multiple relationship (both victim & perpetrator)	6	3	9	17	13
13	The female was at a wrong place at wrong time	8	9	21	6	4
14	It occurs just by chance	0	0	3	0	45
15	Lifestyle of female	7	24	10	4	3

### Analysis

The effect of social media and peer group pressure was narrated to be the crucial reason behind the perpetrator's commission of a sexual crime. In the same line, poor implementation of the law, lack of societal fear, and taking advantage of the submissiveness of a girl were held responsible behind the crime commission. On the other hand, the respondents strongly

disagreed with the occurrence of the crime by chance.

One-sided love, lack of education and religious values, jobless perpetrator, and the female being at the wrong place at the wrong time were the undecided reasons that solely vary with the victim and the situations.

### 5. Reasons for non-reporting of sexual victimization by the victims

Table: 2

S.No.	Reason	Yes	No
1	Inadequate support systems	33	15
2	Fear of retaliation	16	32
3	Fear of being blamed	41	7
4	Fear of not being believed	14	34
5	Fear of being mistreated by society	32	16
6	The perpetrator makes apology	4	44
7	To break the connection with the perpetrator	20	28
8	Victim don't want family to know about it	47	1
9	Power of perpetrator may suppress the reporting	30	18
10	Victim feels to be partly responsible for the action	18	30
11	Cultural/religious reason	17	31
12	Fear of being punished	29	19
13	Victims lost trust on everyone	27	21
14	Victim didn't expected response from anyone	36	12
15	Victim think reporting may affect family reputation	46	2
16	Victim feel that SV incidences are normal	42	6

### Analysis

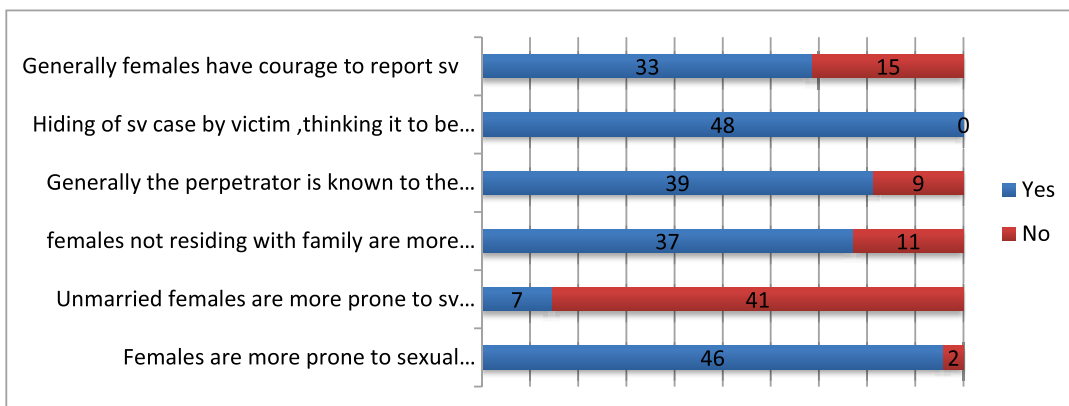
#### *The response of Police official on non-reporting of sexual victimization by the victims*

In the majority of the instances (>95%), the main reasons for the non-reporting of victimization might be the family's reputation and the fear of exposure of victimization to

family. Similar findings were obtained in a study by Kamdar, Kosambiya, Chawada, Verma, & Kadia(2017) mentioning the family's pride to be a sole reason for non-reporting of sexual victimizations. Many victims might also feel that sexual victimization is a part of every female's life, and if they report it, they will be blamed.

## 6. General Perceptions on sexual victimization

Chart: 3



### Analysis

100% of the Police officials responded that hiding sexual victimization experiences is wrong. Hiding sexual victimization adversely affects the physical, psychological, and academic life of the victim (Molstad, Weinhardt & Jones, 2021). The respondents also agreed that female students are more prone to sexual victimization than males (Schapansky, Depraetere, Keygnaert & Vandeviver, 2021; (Cotter& Savage, 2019).

Students are sexually victimized irrespective of their marital status. Siddique (2015) mentioned that younger females are at increased risk of being sexually victimized, and generally, in these cases, the perpetrator is known to the victim. Unmarried females are at high risk of being victimized.

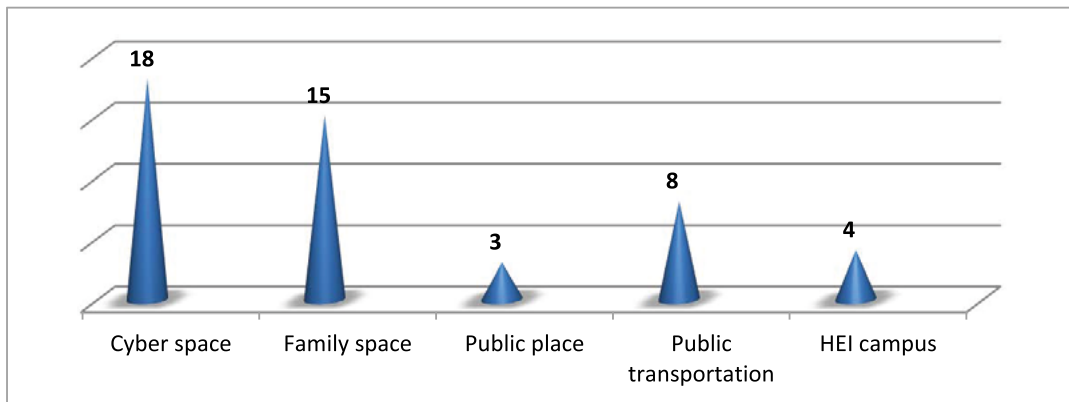
Nearly 70% of the respondents found the victim courageous to report the victimization.

In nearly 80% of the cases, the respondents responded that the victim and perpetrator are known to each other. In the same line, a study pointed female victims are most frequently abused by their ex-partner or acquaintance, peer, or colleague (de Waal, Dekker, Kikkert, Kleinhesselink, & Goudriaan, 2017; Campbell, Sabri, Budhathoki, Kaufman, Alhusen & Decker, 2017).

Students not residing with their families are at high risk of facing sexual victimization. The responses also found that 42 respondents felt the perpetrator is responsible for his criminal act. In 5 responses, the victim and perpetrator were held responsible for the occurrence of sexual victimization, and in 1 response, the victim was held responsible for her victimization.

## 7. Life space and risk of sexual victimization

Chart: 4



### Analysis

This graph indicates the perception of law enforcement people about the risk and severity of sexual victimization in different life spaces. The sexual victimization in cyber and the family space were observed to be highly devastating for a victim, followed by the public transportation and public places. However, the HEI campus was mentioned to be the least risky space for sexual victimization; the reason behind this may be the presence of security measures in the HEI. Hassen & Mohammed (2021) mentioned that most of the sexual victimizations of students occur outside the campus.

As per the study, the riskiest life space is cyber. Tener, Wolak, and Finkelhor (2015) proposed a typology of internet offenders of offense characteristics: patterns of online communication, online & offline identities, nature of the relationship with the victim, and levels of expertise in sexual crimes.

The offenders with a high level of crime expertise commit the crime in a systematic and sophisticated manner. Their modus

operandi involves deep planning and manipulations for procuring their victim. They manipulate their victim into sexual relationships by using false identities. Their goal is to develop a sexual relationship with the victim and abuse her. Contrary to the crime experts, there exist cynical offenders who may fabricate their identities or they may reveal true identities. Compared to the expert offender, cynical offenders use fewer manipulations and have fewer skills. The selection of the victim is based on personal preference and not merely sexual activity (Simons, n.d.).

### 8. Steps taken by Police official in dealing with the cases of Sexual Victimization

After the sexual victimization is reported, the police:

- Try to create a calm and comfortable environment for the victim to speak about the victimization.
- Motivate the reporting person to describe the sexual victimization incident completely.



- Prefer making the victim's interaction with a female police official reduce the victim's hesitation.
- Describe the FIR procedures, the relevant sections, and details of post reporting procedure to the victim.
- In some cases, the reporting person wants to withdraw the complaint, and the police leave the choice in the hands of the reporting person to report or withdraw. Police officials never force a complainant to report.
- When required, counseling is also provided.

## 6. Conclusion & Suggestions

### Conclusion

The perception framing is done with multiple factors. Dealing with criminal activities in daily routine serves as a strong base in framing the perception by the law enforcement agency. They visualize different aspects and then frame a perception. The study found the perceptions of police in respect to sexual victimization faced by HEI students in varied life spaces. The perception framing also included the reason behind the commission of an offense, the reason for non-reporting of offense, and the life space that is placed at the riskiest level by police. The critical role is the interaction between the police and the victim. When the interaction is smooth, and the victim is motivated to report the crime, then the cases of sexual victimization will automatically reduce. The need of the hour is to generate awareness regarding different forms of sexual victimization and simultaneously reporting any form of sexual victimization.

### Suggestions for reducing sexual victimization by Police for students

- Awareness: The students of HEI must be made aware by scholars, criminologists, sociologists, and all the members (students or teachers) of allied subjects regarding sexual victimization. The awareness can be generated by continuous research in the domain related to sexual victimization. Awareness is not limited to expanding the knowledge regarding the subject. However, it should also include understanding the contemporary forms of crime and preparing the students to be bold and speak about victimization.
- Reporting: The importance of reporting is not hidden. Unless the crime is reported, the victimization will continue harming the victim to a larger extent. Students should be fearlessly motivated to report sexual victimization to police of any life space.
- Trust towards law enforcement agency: The trust toward the police will motivate and speed up the reporting of sexual victimization. This trust will also help reduce the victim's hesitation to report.
- Family bond: The girl's bond with the family must be substantial. The family environment should be frank and open for girls to speak rather than be submissive. The male and the female child must not feel any biased attitude based on their gender. They should be treated equally. If the girl and her



family bond are strong, there are fewer chances that the girl will fall into the trap of victimization. The open talk in the family will find a solution to any form of victimization faced by the girl and make a stop to it.

- Security at the individual level: Security at the individual level is a must. Every girl must be aware of her surroundings. The surroundings include both online and offline life spaces. Any girl should not tolerate any sexual victimization.
- Role of Police: The police should act without a biased attitude and understand the victim's situation. They should be dealt with care and compassion; this will help develop the trust for the enforcement agency. Acting without any bias will enhance the positivity in perception framing.

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# A Comparative Study on Perception of Prison Staff about Capacity Building and Safety of Prison Staff at Central Jail Jaipur and Jodhpur



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## Abstract

*The study deals with the Prison system which is currently going through a period of significant change in both operational tactics and recruiting structure. Some of the important questions are to find out what the issues of Prison staff are and how Prisons can be converted into safe and reformative places in true sense. This study explores the perception of Prison staff about their working environment. It focuses on the important issues of Prison system which requires to be taken care for a well maintained Prison premises. The Prison staff are the key persons in making the reformative and rehabilitative programs successful. Hence, it is imperative that they are themselves in a good state of mind, so that they deal with the Prisoners properly, which in turn will lead to the reformation of Prisoners.*

*This study has made an attempt to understand the perception of Prison staff of Central Jail Jodhpur and Central Jail Jaipur on the two of the most pertinent and relevant issues related to Prison staff i.e. security and capacity building. The Prison staff were asked questions about various components of security like frisking, surveillance and discipline among Prisoners, etc. and also components of work environment infrastructure, stress level, communication with supervisors, grievance redressal system, etc. Suggestions were also asked regarding these issues, which they felt could improve their working environment.*

**Keywords:** *Prisoner, perception, security, reformative, rehabilitative programs.*

## Introduction

The Prisons are known by different names in different countries like 'Correctional Facilities', 'Detention Centre', 'Jail',

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'Remand Centre' etc. Imprisonment is an institutional form of correctional treatment and also one of the forms of punishment prescribed in the Indian Penal Code. There is no society without crime and criminals and that is why jails are indispensable. Punishing criminals is a primary function of a civil society. The purpose of punishment as well as reformation of criminals can be achieved by imprisonment.

Working in a corrective setting has been seen as an occupation that holds little respect in society. Correctional officers deal directly with prisoners who may be violent and are being held against their will. Correctional officers who are satisfied with their jobs and relieved of stress can help an agency become a model for other correctional facilities. Conversely, corrective agency for dissatisfied and stressed corrective officers may fail. Staff-based studies have been a constant research interest in many different professions, but not reformist officers. Existing research has focused primarily on officers reforming Prisons.

Prison issues are areas of interest for Prison Administration due to the unique environment in which officers work. A variety of prisoners are found in prisons, who enter and exit the facility on a daily basis; Prisons are crowded with limited staff, money, and resources. For Central Prison correctional officers, those factors can have a direct impact on work satisfaction, organizational commitment, and an agency's overall turnover rate. This study explored the perception of Prison staff about Prison issues in the work environment of central Prison correctional officers. The following sections provide more information

about the problem of the study, the purpose and nature of the study, its outline and why this study was conducted.

The research questions that guided the study were as follows:

- What are the perceptions of Prison staff about working conditions and capacity building?
- What are the perceptions of Prison staff about the security arrangements for Prison staff?
- What is the difference in perceptions between Prison staff in Jaipur and Jodhpur?

### Literature Review

We must ensure that Prison officers are adequately paid and not overworked. There is no doubt that the Prison staff are the key to human Prison conditions (O'Sullivan & O'Donnell, 2014). Prison personnel are participating in an unresolved controversy about democratic social order and they are also participating in theoretical debate about the relationship between personality and the organization of social relationships (Sutherland et al., 1992). A guard who is responsible for keeping inmates inside the walls cannot be expected to have the same attitude towards inmates, as a psychologist who has the duty of providing the non-judgemental, relaxed atmosphere considered necessary for psychotherapy and counselling. Personnel who are hired to guard believe that, to be effective, they must view inmates as dangerous, scheming, convicting criminals who need close surveillance and domination (Sutherland et al., 1992).



Guards probably have more opportunities for changing inmates' attitude than any other class of Prison workers, yet they are seldom equipped for this difficult task (Cressey, 1965; Hawkin, 1983, pp. 85-127). Toch (2001) argues that democratization of Prison requires joint opportunities for involvement of staff with enhanced participation of prisoners. Prison facilities are keeping and bounding offenders, many with past histories of violence. Most of the prisoners are not willing participants. This makes Prison system's work a challenging job. (Griffin 2001). On the contrary, dissatisfied and stressed correctional officers can cause a correctional agency to fail (Lambert & Paoline, 2008).

### Objectives of The Study

The primary objective is to find out what are the issues of Prison staff and by making which changes Prisons can be converted into safe and reformatory place in the true sense. The various objectives of the study are:

1. To evaluate the perception of Prison staff about their working conditions and capacity building
2. To collect suggestions regarding the security arrangements for Prison staff.
3. To make a comparison of the perception between Prison staff in Jaipur and Jodhpur.

### Research Methodology

The universe of the study includes Warders and Head Warders of Prison Department.

In this research, sampling was done at two major Central Jails of Rajasthan. The selected Central Jails are Central Jail Jaipur and Central/Semi High Security Jail Jodhpur. In total, 33 samples from Jaipur and 32 samples from Jodhpur were selected for the purposive sampling.

#### 1. Significance/Aim

The study will aim to find out the perception of Prison staff about the security and capacity building of Prison staff in Central Jail, Jaipur and Central Jail Jodhpur, respectively.

#### 2. Data collection

Method of data collection used was questionnaire method. Primary data was collected through direct visits to Central Jails in Jaipur & Jodhpur through the questionnaire made by the researcher. The researcher was available when the respondents were filling up the questionnaire to address their queries and clarify their doubts. The secondary data related to the study topic were collected through various sources such as books, journal, articles, online sources, newspaper etc.

#### 3. Sampling Frame

The study has covered a set of respondents from Prison employees working at two different levels in the Central Jail. This has been specified in the table below. The following table shows the size and the number of respondents selected for the study.

a) **Table 4.1: Sample size of Prison staff in Jaipur & Jodhpur Central Jail**

Sr. No.	Category	Number of Respondent
1.	Head Warders	06
2.	Warders	59

*Source: Compiled from the field study.*

b) **Table 4.2: Region wise Sampling Frame**

Sr. No.	Name of Prison	Number of Prison Officials Covered Under the Study
1	Jaipur	33
2	Jodhpur	32

*Source: Compiled from the field study.*

**4. Sample Size**

65 Respondents formed the sample size of the study.

**5. Data analysis**

Both qualitative and quantitative

analysis has been used to analyse the data. Thematic analysis was used to analyse the qualitative data and statistical tests like co-relation and significant difference have been used to analyse the quantitative data.

**Research Analysis**

**Table 5.1 Classification of Respondents based on their Designation/Rank and service experience.**

S. No.	(N= 65)	Central Jail	Classification	Frequency	Percentage
1	Rank	Jaipur	Warder	29	87.9
			Head Warder	4	12.1
		Jodhpur	Warder	30	93.8
			Head Warder	2	6.3
2.	Years of Service	Jaipur	1-8	9	27.3
			9-16	13	39.4
			17-24	4	12.1
			25-Above	7	21.2
		Jodhpur	1-8	21	65.6
			9-16	6	18.8
			17-24	1	3.1
			Above	3	12.5



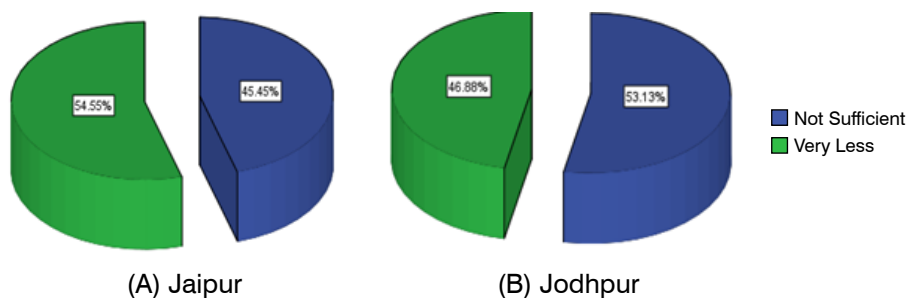
**Table 5.2 Responses regarding safety/ security of the staff**

Question	Location	Very good	Good	Satisfactory	Bad	Very Bad
Level of surveillance	Jaipur	24.24 %	12.12 %	57.58 %	3.03 %	3.03 %
	Jodhpur	15.63 %	12.50 %	71.88 %	0 %	0 %
Frequency of frisking	Jaipur	09.09 %	21.21 %	63.64 %	06.06 %	0 %
	Jodhpur	03.13 %	40.63 %	56.25 %	0 %	0 %
Discipline of Prisoners maintained	Jaipur	03.03 %	21.21 %	42.42 %	27.27 %	06.06 %
	Jodhpur	03.13 %	18.75 %	53.13 %	03.13 %	06.25 %
Infrastructure	Jaipur	12.12 %	06.06 %	45.45 %	27.27 %	09.09 %
	Jodhpur	03.13 %	06.25 %	53.13 %	31.25 %	06.25 %

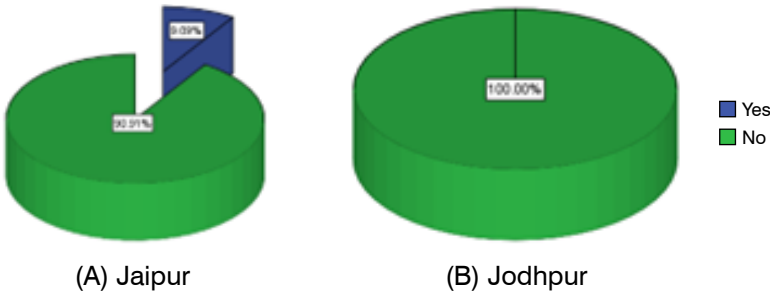
**Table 5.3 Responses regarding condition of the staff**

Question	Location	Very good	Good	Satisfactory	Bad	Very Bad
Working conditions	Jaipur	06.06 %	06.06 %	27.27 %	36.36 %	24.24 %
	Jodhpur	0%	0%	50 %	37.50 %	12.50 %
Grievance system	Jaipur	03.03 %	12.12 %	33.39 %	39.39 %	12.12 %
	Jodhpur	06.25 %	0 %	68.75 %	18.75 %	06.25 %
Communication with supervisors	Jaipur	09.09 %	12.12 %	33.33 %	39.39 %	12.12 %
	Jodhpur	06.25 %	0 %	68.75 %	18.75 %	06.25 %

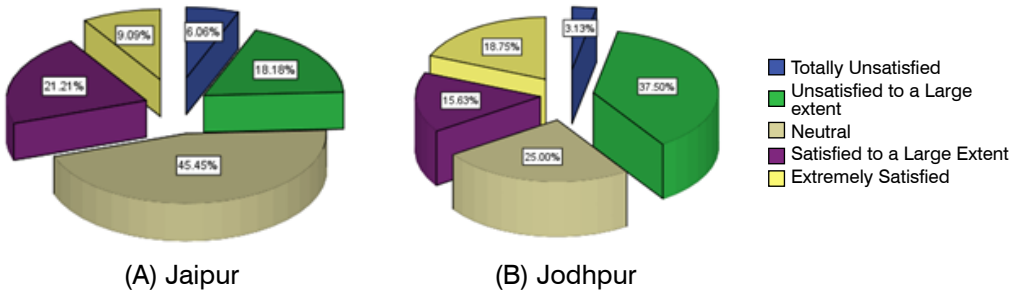
**Figure 5.1(A) (B) Strength of Staff**



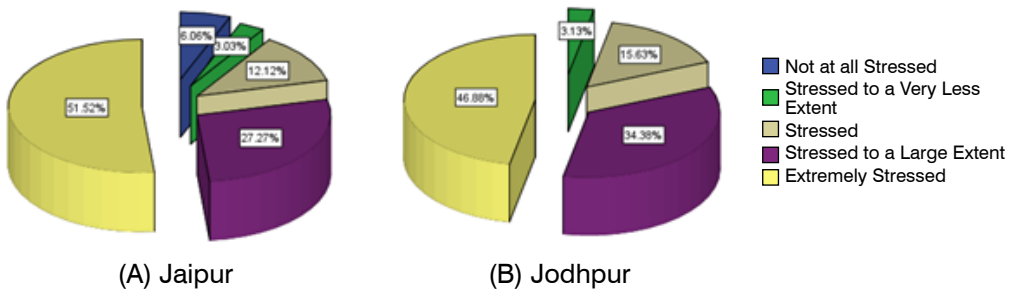
**Figure 5.2(A) (B) Satisfaction with your salary**



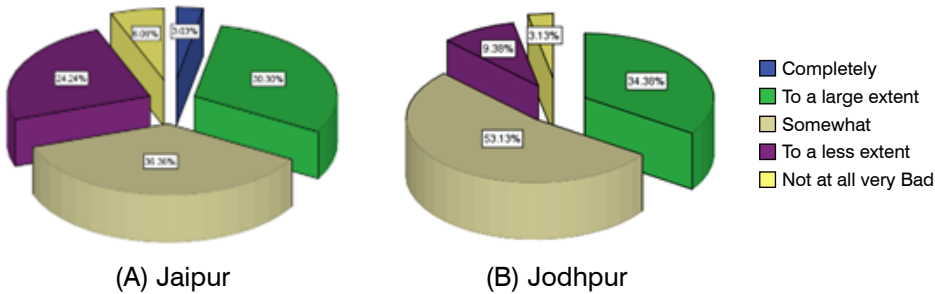
**Figure 5.3(A) (B) Satisfaction with your job**



**Figure 5.4(A) (B) Stress level in this job**



**Figure 5.5(A) (B) Extent to which Prisoners are really getting reformed in the Prison**





## Qualitative Analysis

When the Prison staff were asked how they keep themselves secure from prisoners, they stated that they keep themselves secure from Prisoners by self-understanding, awareness, surveillance, closing the doors properly, maintaining discipline in Prisoners, obeying jail rules, reducing the depression of inmates, coordination with the Prisoners, gathering underground information from inmates, patrolling, and making the Prison environment peaceful and calm.

When asked about their opinion about the Prison reforms for the Prison staff, the Prison staff said that the following reforms should be made: -

- Same pay-scale as the Police should be given.
- The staff strength and Chalani Guard should be increased.
- More sports and recreational facilities for staff should be provided.
- The checking in Prisons should be done by the Prison staff instead of RAC.
- Programs for stress management of Prison staff should be organized.
- Leave accorded to the Prison staff should be increased.
- Parks at family housings/staff quarters should be constructed.
- Hard duty allowances should be given.
- Staff canteen should be constructed.
- Workshops and training programs should be conducted.
- More watch towers for warders should be installed.
- Encouragement to the staff for good work should be given.
- Modification in housing or residential facilities should be made.
- Walkie talkie system should be provided to the staff to communicate with each other.

## Discussion And Conclusion

1. Majority of the Prison staff in both Jaipur (56.58%) and Jodhpur (71.88%) rated the surveillance system in their Prison as satisfactory.
2. Majority of the Prison staff in both Jaipur and Jodhpur rated the frisking frequency, communication with supervisors, discipline maintenance, Prison infrastructure and reformative measures for Prisoners in their Prison as satisfactory.
3. Majority of the Prison staff in both Jaipur and Jodhpur rated the working condition, staff strength, salary satisfaction and job stress in their Prison as bad and very bad.
4. Majority of the Prison staff in Jaipur rated job satisfaction, as satisfactory and grievance system for staff as bad or very bad.
5. Majority of the Prison staff in Jodhpur rated job satisfaction as very good or good and grievance system for staff as satisfactory.
6. Although, statistically there was no significant difference but still there



was some difference regarding these issues:

- A. As can be seen from the data, only 27.27% of the respondents of Jaipur found the working condition in Prison as satisfactory, whereas 50% of Jodhpur found the working condition in Prison as satisfactory.
- B. As can be seen from the data, 6.06% of the respondents of Jaipur found the frequency of frisking in Prison as bad, whereas 0 % of respondents in Jodhpur found the frequency of frisking in Prison as bad.
- C. As can be seen from the data, 27.27% of the respondents of Jaipur found the communication with supervisors in Prison as bad, whereas only 9.38% of Jodhpur found the communication with supervisors in Prison as bad. Simultaneously in Jaipur, 3.03% and in Jodhpur 3.13% respondents found very bad.
- D. As can be seen from the data, only 6.06% of the respondents of Jaipur were found to be totally unsatisfied and 18.08% were unsatisfied to a large extent with their job in Prison whereas, 3.13% of Jodhpur were found to be totally unsatisfied and 37.50% were unsatisfied to a large extent.
- E. As can be seen from the data, 12.12% of the respondents of Jaipur found the Prison infrastructure as very good

whereas, only 3.13% of Jodhpur found the Prison infrastructure as very good.

- F. As can be seen from the data, 51.52% of the respondents of Jaipur were found to be extremely stressed whereas, 46.88% of Jodhpur was found to be extremely stressed.
  - G. As can be seen from the data, only 6.08% of the respondents of Jaipur felt that the Prisoners are getting reformed in Prison not at all whereas, only 3.12% of Jodhpur the Prisoners are getting reformed in Prison not at all.
7. There were no differences in these issues between Jaipur and Jodhpur:
- A. Surveillance system
  - B. Staff strength
  - C. Salary satisfaction
  - A. Discipline maintenance

Since majority of the Prison staff in both Jaipur and Jodhpur rated the below mentioned issues as only satisfactory, improvement needs to be made in frisking frequency, communication with supervisors, visiting system, Prison infrastructure, discipline maintenance and Prisoner's reformation.

Since majority of the Prison staff in both Jaipur and Jodhpur rated working condition, staff strength, salary satisfaction and job stress in their Prison as bad and very Bad, these issues need to be examined seriously and efforts must be made to bring about vast improvements in this sector.





Since majority of the Prison staff in Jaipur rated job satisfaction as satisfactory, improvement needs to be made in this sector to improve the working conditions.

Since majority of the Prison staff in Jaipur rated grievance system for staff as bad and very bad, efforts must be made to bring about vast improvements in these sectors.

### Suggestions

Based on research findings and my own observations, some suggestions are as follows: -

- 1) Frequency of frisking must be increased.
- 2) Communication with supervisors is not good because of rigid hierarchical structure and less interaction between supervisors and sub-ordinates.
- 3) Sound system should be improved in the visiting gallery.
- 4) Prison hygiene should be improved by improving sanitation and maintenance of washrooms.
- 5) It is said that a healthy body leads to a healthy mind. Hence, sports facilities can be improved. Various sports infrastructure like volleyball courts, basketball courts, badminton courts etc. can be built and sports equipment should be purchased for the same..
- 6) Yoga and vipasana should be introduced for stress reduction among staff and Prisoners.
- 7) Mess facility for the staff should be improved.
- 8) The grievance redressal system for Prison staff should be given importance and the process should be expedited.
- 9) There are no social welfare officers or counselors. It is necessary to recruit such specialists because Prison is a closed institute with a stressful environment.
- 10) The staff strength should be increased.
- 11) The salary of the Prison staff should be increased as it is very low.
- 12) There should be workshops on stress management.
- 13) CCTV surveillance should be improved.
- 14) Walkie-talkie system should be introduced for instant communication between staff.
- 15) Library facility in Jaipur central jail should be improved by increasing the number and variety of books.
- 16) Separation of under-trial and convicted Prisoners strictly because as of now although their barracks and wards are different, but they are doing interaction with each other in during the daytime.
- 17) Uniforms should be compulsory for the convicts.

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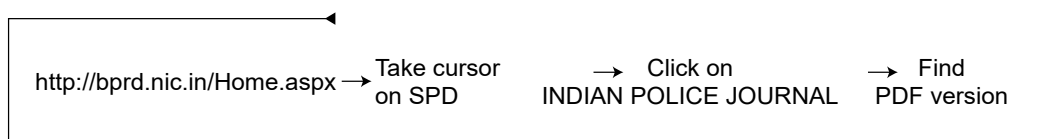
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