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Editorial

The Indian Police Journal has completed more than six decades from its inception in 1954. Over the period of time the Indian Police Journal has created its readership in the various professional segments like Forensic, Management Community, Civil Society organizations and among the Police Officers. It has been continuous endeavour of the BPR&D through its flagship Publication to enrich the readers with well researched quality article on various issues like Administration, Management, Forensic, H R Policies & Practices and Policing etc. The Indian Police Journal has been striving hard to serve the professional wellbeing of the Police official as well as orienting the Police forces to deliver citizen centric Police services.

In this edition through the article **“Transformation in traffic system of Howrah railway station (Innovative of RFID technology)”** the writer has highlighted the issues were being faced at Howrah railway station in managing the traffic especially the prepaid taxis and the benefits achieved through the induction of new RFID based traffic management system. This has not only smoothed the inflow and outflow of train’s passenger has also increased the inflow of taxis from 600 under the old system to an average of 6500 taxis under the new system.

Through the article **“Pain in the Uniform (exploring the quality of life and life satisfaction among lady officer from CISF and ITBP and Police)”** writer has examined the quality of life of woman employees in CISF, ITBP and State police. Though the sample size selected is very small i.e. 35 still the finding can be read as indicative in nature.

The article **“Emerging Challenges and Threat perception before Police Forces”** highlights the challenges before the Police in terms of terrorism, left wing extremism, illegal immigration especially in the North Eastern States and caste conflict, cyber crime and fake currencies being pumped into the country by neighbouring countries.

In the article **“Towards Secure Cyber – Commons how to prevent the new oil spill”** writer has raised the issue related with data security and challenges from the unauthorised excess and data theft.

In the article **“Interventions for Promoting Creative Problem – Solving and decision making in Police”** writer has made an attempt to flag the concept of creativity and use of training intervention for generating the effective problem solving techniques.

In the article **“Management of Prisons in Haryana”** the writer has brought out the various provisions related with prisons, Principles of Prison management, different Models, health care and other issues related to Prisoners.

The article **“Human Trafficking in India: some thoughts”** has brought out the issues related with the third largest organised crime in the world after drugs and arms trades.

Through the article **“Psychodynamics of Anxiety and its Behavioural Manifestations amongst Police officers”** the writer has defined the various issues related with the anxiety, cause and consequence of anxiety on police officials and intervention needed to address this issue.

The article **“Role of Community Policing in Crime Prevention against Children, Woman and Senior Citizens”** the writer has brought statistics of crime against women, children and senior citizens and suggested the SARAL model as an effective community policing technique to address this issue.

Through the article **“Incidents of Bias and discrimination with North-Eastern Students in India”** the writer has analysed the issues being faced by the student of the North-Eastern region in the other part of the country. The writer also recommended ways and means to address the issue.

In the article **“Constitutional Rights of an accused against Self Incrimination: comparative Position in India and USA”** the writer has analysed the different modern technique being adopted to collect the scientific evidence such as Polygraph test, Norco test, Brain Finger Printing or Brain Mapping test etc. and its consequence on constitution rights given under Article 20 &21 of the Constitution. The writer has emphasize the need to create a right balance among such test and Fundamental Rights.

In the article **“Enhancing the Police Legitimacy in India: The need for Evidence Based Policing and Policy making to Police India”** writer has suggested to replace the 3R’s model Random Petrol, Rapid response & Reactive investigation with 3T’s techniques Targeting, Testing and Tracking the criminals.

I am sure readers will find these articles interesting and continue to give their support.

Happy reading!

(V.H. Deshmukh)
Editor in Chief

Pain in the Uniform

(exploring the quality of life and life satisfaction among lady officers from CISF and ITBP and police)



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Abstract:

This study examined the quality of life and the life satisfaction among women employees in the Central Industrial Security Force, Indo-Tibetan Border Police and State police (total N = 35). Comprehensive Quality of Life Scale constructed by Robert A. Cummins and Life Satisfaction scale developed at Jnana Prabodhini's Institute of Psychology were used. In depth personal interviews of 15 lady officers were conducted to gather the qualitative data for narrative analysis. The main objective of the study was to find out the status of quality of life of these employees while working in a non-traditional so called masculine job. Interesting observations are obtained regarding the role tussle they face and its impact on their quality of life including satisfaction in various areas. The narrative analysis reveals the need to revisit the policies and procedures regarding recruitment and training of women force as well as in- service provisions for better functioning and work related satisfaction.

Keywords:

Women in Paramilitary forces, Quality of life, Life satisfaction

Introduction and conceptual background:

In a country like India, even after Independence, a woman in a military/ security jobs was just a dream, though many women had participated in the freedom struggle and also in revolutionary movements risking their lives valiantly. Netaji Subhash chandra Bose was the first person to raise a battalion of women in the Azad Hind Sena even before independence but hardly any woman was considered for a front-end post in the

armed forces immediately after independence by the government. Slowly the intake of woman officers increased and women have now been serving in India's armed forces for the last 50+ years, but despite their recent prominence, they hold only temporary ten-year jobs, still are not allowed on fighting ships, fighter planes and other combat units, till 2016 decision to recruit one team as fighter pilots and make up only five percent of military officers.

Author Intro:

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However, India's paramilitary forces have been more liberal in deploying women in frontline positions, whether riot control or, border patrol. Among the paramilitary forces, Central Reserve Police Force (CRPF), with a total of 5,928 women, tops the list. The CRPF deploys three exclusive *mahila* (women) battalions; one each headquartered at Delhi, Gandhinagar (Gujarat) and Nagpur (Maharashtra). One *mahila* (women) platoon of each of these battalions has been deployed in Bihar, Chhattisgarh and Jharkhand for anti-Maoist operations. Eight women ITBP personnel have served in Congo and Afghanistan. Indian female units also participate in UN peace-keeping missions. An Indian female contingent, consisting of 125 police officers, has been deployed in Monrovia, Liberia, under the United Nations Mission in Liberia.

Though women are getting entry into these unconventional job areas, it is also making a tremendous impact on their psychological well-being and work-life balance. The dual responsibilities are counting a toll on their physical and psychological health. Women account for 40 percent of suicides in central paramilitary personnel, according to data from the National Crime Records Bureau and the Bureau of Police Research & Development, a leading newspaper reports.

The central paramilitary personnel include the Border Security Force (BSF), Central Industrial Security Force (CISF) and the Central Reserve Police Force (CRPF). Women account for two percent of these forces.

In 2014, the National Crime Records Bureau reported 175 deaths, through accident and suicides, among the paramilitary force. Among them, women accounted for 41.7 percent or 73 deaths. The rate of suicide among the women in the paramilitary force is striking by itself, but more particularly when compared to the same with men, it is astronomically high.

One of the primary reasons for the suicides has been cited as problems relating to marriage. The report says that women in the paramilitary are often stressed about carrying out their duty in the force while balancing their family's needs. Within the paramilitary forces, 24 women and 21 men committed suicide due to marital discord.

In a study conducted for Tamilnadu Police-women, occupational stress and its dimensions were found to be negatively and significantly related to psychological well-being. Further, work-life balance and job attitude were positively and significantly related to psychological well-being and The occupational stress and all its dimensions were inversely related to the psychological well-being of policewomen. The dimensions of occupational stress namely, women related stress, hazards of occupation and supervisory stress showed strong negative relationship with psychological well-being of policewomen (Karunanidhi S. and Chitra T. 2013) another study by M. E. N. Lipp (2009) has been quoted which has found that in Brazilian Police 54 percent females were found to have stress as compared to only 40 percent males. This report notes that policewomen are at increasing risk of suffering the serious consequences of stress which may affect their psychological well-being. This finding is supported by Nagar Dinesh (2009) in Indian settings which states that lower rank personnel in police experience highest stress levels. Considering that women employees in police are mostly at the lower ranks as compared to the number of lady officers, the same picture might be true for them. One major reason is considered to be work-life balance issues specifically affecting women in a more pronounced way. In addition, other factors such as job attitude and job satisfaction have also been mentioned. Certain personality characteristics such as high emotional stability (low neuroticism, low openness and high conscientiousness) may have positive influence

on psychological well-being. This study has, therefore, recommended stress management programs, training for building positive attitude towards job and enactment of work-life policies. A provision of personality test has also been recommended during the recruitment of women constables for screening the individuals for high neuroticism.

In a specific study of stress and psychiatric morbidity in Central Industrial Security Force, (CISF) it has been very specifically noted that apart from its declared job mandate, CISF is nowadays increasingly being called upon to perform important duties beyond its charter. These include internal security of the highways, election duties, disaster management etc(G. Prasada Rao, P. Geetha Sai, E. Sharma, K. Moinuddin and Rao. P. S.,2008). This study noted that the CISF hierarchical pattern is different from those of Police and Armed Forces because of a typical work environment. The most common psychiatric diagnosis is major depressive disorder and generalized anxiety disorder. It has been noted that CISF personnel are facing considerable amount of stress and the various factors operating in the family and are considered as the causes of stress (Rohit Verma, Shaily Mina, Smita N. Deshpande, 2013).

Women joining paramilitary forces or police forces are on a comparatively new career path in India. Though we find more women joining these careers day by day, it is not a very easy/ rosy path ahead. The job demands in such careers and the traditional roles they are expected to play in a society like India are quite contradictory. Hence, an effort was made to study the quality of life of these women (as apart of a larger study on CISF, ITBP and State police personnel). Additionally, researchers tried to peep into the minds of such officers through in-depth personal interviews and tried to understand their present day impressions about their work-life balance issues and needs with respect to the same.

The interviewees included Sub-officers and Officers from CISF and Police. Though any generalizations cannot be made with respect to the details of the impressions mentioned which might be very personal, some theme lines do emerge out of the dialogues which surely point out the prospective guidelines for few changes in policies and operative method of retaining women in these organizations.

Objectives of the study:

1. To find out the quality of life among the women employees in paramilitary and police forces.
2. To find out the level of life satisfaction among the women employees in paramilitary and police forces.
3. To find out the work life balance issues and challenges affecting their PWB.

Methodology:

Sample : 35 lady officers with age ranging from 24-35. Working at different levels in the paramilitary and police forces through incidental sampling method . They were deputed at Air ports, civilian duties, industrial campuses and ground postings of ITBP.

Tools used:

- **Comprehensive Quality of life Scale-A-5 (Com QoL-A5)**

This is a scale constructed by Robert Cummins of Deakin University. It covers three dimensions of Quality of Life,- Factual, Importance (Given by) and Satisfaction (Perceived by) respondents across 7 areas namely – **Material Well-being, Health, Safety, Productivity, Intimacy, Place in Community, Emotional Well-being.** Test-retest reliability and Chronbach alphas of the scale are relatively high ranging from

0.73 to 0.83. Content, construct and concurrent validity of the test has been extensively studied and established which is also highly significant and makes the test robust and trustworthy (Cummins, R.A.,1997).

- **Life Satisfaction Scale (LSS): A Likert type scale** developed at Jnana Prabodhini's Institute of Psychology 2001, Semi-standardized, 60 items covering six areas of life namely –Satisfaction in General (covers a general feeling of being satisfied), Economic, Inter-Personal Relations, Family life, Work-related, and Socio-Spiritual(covers the satisfaction perceived from socially proactive acts and religious/ spiritual practices) .The split half reliability was calculated areawise and for total scores for the current sample (N=744). The areawise co efficient values range from **0.35 to 0.49** for different areas. These values are highly significant, denoting that the test is highly reliable. **Concurrent Validity** of LSS was seen through its correlation with Cummins QOL A-5, As regards Standardized tool

of quality of life (Satisfaction dimension), it was found that the values were significantly high. (**r =0.42 p > 0.000**) the correlations of sub factors of both the tests were also found significant (**r =0.332 to 0.458**) (Lavalekar A. 2003).

- **In-depth personal interviews:** Semi-structured funnel type interview schedules were developed which focused on their work life balance and its reflection in their quality of life.

Procedure: All the respondents were administered the tools in groups and later, 15 of them were chosen randomly for in-depth interviewing.

Results and discussion:

Women in uniform have been a rare proportion in the job scenario, That too when the job is bound with government rules and norms, for security reasons, it becomes far more challenging. An effort was done to see the satisfaction levels of these women in different areas of life. Descriptive statistics was used to find out the same.

Table 1: Life satisfaction scores in different areas: Descriptive statistics

	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error
LS In general	35	19	38	28.74	5.376	.034	.398
LS economic aspect	35	16	36	28.89	4.849	-.632	.398
LS work related	35	18	37	28.94	4.765	-.336	.398
LS interpersonal	35	21	38	29.71	4.205	-.029	.398
LS socio-spiritual	35	19	39	30.29	5.050	-.543	.398
LS family relations	35	25	37	31.54	2.904	-.020	.398
LSSTOTR	35	133	221	178.09	23.352	-.249	.398
	35						

Areas wise max possible score --: 50, max tot score--: 360

It is observed that these women have lowest satisfaction in the areas of general satisfaction, economic aspect and work related satisfaction. Comparatively they are happier with respect

to their interpersonal relations and socio-spiritual area. They seem to fetch highest satisfaction through their family relations. This is also in line with the cultural norms and social

expectations that women are more inclined to identify themselves more with the family and close relationships and thus seek to derive more

pleasure through them. (Wood, J.,2005)

Quality of life :

Table 2: Cummins Quality of Life: (Factual)

Descriptive Statistics							
	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	
							Std. Error
FCUMPC	35	8	58	29.7	13.6	.618	.398
FCUMEWB	35	17	92	42.8	16.6	.958	.398
FCUMMWB	35	.00	75.00	45.0	16.4	-1.084	.398
FCUMI	35	16.67	100.00	54.7	17.5	.272	.398
FCUMTOT	35	44.05	76.19	58.2	7.0	.506	.398
FCUMS	35	25	92	62.1	15.4	-.223	.398
FCUMPR	35	67	100	83.3	7.0	.316	.398
FCUMH	35	33.33	100.00	90.47	13.1	-2.819	.398
Valid N (list wise)	35						

Table 2.2 Cummins Quality of Life (Perceived satisfaction)

Descriptive Statistics							
	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error
SCUMPC	35	33.33	100.00	76.1905	20.32647	-.434	.398
SCUMPR	35	50	100	80.00	18.436	-.271	.398
SCUMH	35	33	100	80.00	20.532	-.497	.398
SCUMEWB	35	.00	100.00	80.9524	22.19302	-1.626	.398
SCUMTOT	35	57.14	100.00	82.1769	12.30925	-.297	.398
SCUMMWB	35	67	100	85.24	11.972	-.174	.398
SCUMS	35	50.00	100.00	86.1905	17.37971	-.858	.398
SCUMI	35	50	100	86.67	17.527	-.747	.398
Valid N (list wise)	35						

Considering table 2.1 i.e. factual (F-QOL) and 2.2 i.e. perceived satisfaction with respect to quality

of life (QOL-S), it seems that they have highest F-QOL in health matters (have to be fit in order to sustain the job!!) , followed by safety, and productivity. However they have a considerably low F-QOL in ‘Place in community’. It means that they have very little chance of participation in the community activities other than job which otherwise can give them an opportunity to establish themselves in the community. But a surprising ladder of scores in the perceived satisfaction (QOL-S) indicates that they are

quite contented with the place in community they perceive as they are having. They feel that they are respected and are active members of the community though their satisfaction in other areas like productivity, health and emotional well-being exceeds that of the former. Material well-being and intimacy seem to be the most satisfying areas for them as aspects of QOL.

Correlational analysis: An effort was done to see if there was any relationship between scores on QOL (Cummins) and LSS for the mentioned

sample. It was observed that the life satisfaction total score significantly relates (0.454**) with that of the factual quality of life as measured by Cummins QOL scale. Areawise correlations, however, do not show many significant relationships except for family relations (LSS) with Material wellbeing (QOL) (0.455**), and work related satisfaction (LSS) with material well-being (QOL) (0.467**). Family relations in LSS significantly relates to total factual score of QOL Cummins scale.

There was no significant relationship found between the various sub-aspects of LSS and the perceived satisfaction scores in QOL Cummins. This indicates that both the tools assess the satisfaction differently- QOL Cummins focusing on general impressions while LSS covering in depth situational perceptions.

Qualitative analysis of interviews:

To get an in depth understanding of the issues influencing their Quality of life and general satisfaction, interviews were conducted for 15 randomly selected officers which included 4 Maharashtra police officers as well . These interviews prolonged from 30 minutes to 45 minutes each. They were recorded with prior consent and later transcribed for analysis.

Following themes emerged out of the narrative analysis of these interviews.

1. Conditions/motives behind joining the services: Most of the respondents admitted that they joined the organizations for financial self- sufficiency and stability which explains their high level of perceived QOL in this area.(MWB). According to them they can count on the job at times of personal crisis. It is also appreciated that this kind of job offers a wide exposure to the world. One respondent says, *'How would I have got the chance to travel the*

whole country without this job? I am from a small village in Himachal. I would have never dreamed of going out of my state had it not been this opportunity!!'

- 2. General impressions about the job:** Most of them come from a rural or semi-rural background and value the consistent flow of salary as a main incentive behind continuing in the service irrespective of its hazardous nature. At the same time they do like the job as it is crucial from the viewpoint of national security and their high scores on QOL productivity talk for this involvement. They appreciate the respect they avail due to the job back home as well as in the minds of other people. This is also reflected in the perceived satisfaction in the Place in Community area. (*'felt so proud when I led the 26th January parade on the India Gate'*). They do understand the unique nature of their job. They have accepted that there are going to be some limitations in their personal life due to that nature. They know that it's going to be physically and mentally challenging, the work hours are going to vary a lot and are going to be more than the routine 10 to 5 jobs as well as child care is going to be compromised to some extent. It is not easy for them to balance their work and life simultaneously. Surprisingly, many of them came to know about these facts through experience only after they joined the forces. They were not oriented formally towards the psychological and social needs of acclimatizing to the consequences of their job specifications. So they started feeling the burden in the later years of service once they became wives / daughter in laws and mothers.
- 3. Perception of the work-life tussle:** The quantitative results and the work-

life balance questionnaire have already underlined the importance of 'Family' in the life of the respondents. Most of them felt that family life is being compromised to a great extent because of the nature of their job. They mention that '*If family is happy we are happy*'. Many times their family members back home are unaware of the nature of job and thus the respondents experience higher levels of distress due to emotional burdens. Their tight routine gives them little scope for leisure activities with family members sacrificing their family time. Many of them come from rural backgrounds where joint families have a respect and the overall bonding is quite intense. Such respondents reported having feelings of dissatisfaction for not being able to serve the family rightfully as per social expectations. Since their postings are far away from the home places, in case of medical emergencies back home they experience intense stress when it becomes impossible for them to reach out due to distance or not getting leaves. Maintaining perfection at work as well as in family responsibilities was the greatest challenge mentioned by them.

4. **Motherhood and child care:** The main issues of their concern in the W-L balance included that of marriage and child care. When they were bachelors, their lives were comparatively easy. When it came to deciding about marriage they felt that their decision regarding continuation of the job depended on the in-law's permission completely. If they got a husband whose family also approved of their job, they could continue but only with the constant feeling of obligation towards the family. When it came to motherhood, complications were at peak. They suggested that the work hours should

be fixed (8/9 hrs per day) though varied work timings are acceptable. As child care is a constant acrobatic exercise in normal life also, need of these women who get very little time with their children *needs* to be addressed. It was mentioned that many times they did not even get a weekly off making their situation as mothers more difficult. When they were not posted at the same places as their husbands were, it was even more tougher for them to find assistance for child caring especially in case of medical emergencies when they felt completely out of support. The panel hospitals sometimes didn't have the faculty they needed for treatment and thus made it difficult for them to search for alternate treatment sources on their own in an unknown city of posting. They did not get provision for the vaccination for children which is actually a basic requirement. According to the respondents' opinion, if they get transfers within the periphery of 500 kilometres around their home towns where they can keep their children safely with the other family members, they can visit every fortnightly and get the updates as well as offer help whenever otherwise required. Or else they should be provided with well-equipped child care centres at/near the place of work for which special allowance can be sanctioned by the government.

5. **Some other gender specific issues:**
 - (i) Apart from these work-life tussles, they have some major concerns as women at work. As their job demands constant fitness, they have to put in a lot of physical activity throughout a day which they can adjust with in the normal days. The main difficulty mentioned by them was during two sensitive

periods, namely menstruation and pregnancy. Their duty hours many a time require them to stand for nearly 12 consecutive hours. So in these two periods, it is tough for them to cope with it. (*When I want to go to washroom during menstruation I am obviously going to take some extra lime. That too, if I have a weapon on duty/, I need to unload it, go to the toilet, again load it back. But my superiors won't understand it. Unnecessarily I am criticized or punished for spending more time in the wash room. I think this need should be understood by the system if they want to employ women.*) Sometimes during pregnancy, if senior officers are insensitive to the physical states of women it becomes very difficult for the women officers to cope with. The long leave for delivery and child caring has been sanctioned in recent past which has been appreciated a lot. However, one respondent mentioned that when she had to undergo medical termination of pregnancy (after 24 weeks of pregnancy when the abortion is equivalent to a forced labor), it was not treated as the same and she had to resume immediately after two/three days or was forced to take unpaid leave by rule. Thus, it shows that more clarity needs to be brought in the medical facilities for women in the forces (Gender Sensitive). It was mentioned that there is *no* visiting gynaecologist on the job place whom they can approach for routine gynaecological check-up or in case of emergencies.

- (ii) One peculiar problem narrated by one of the police officers (from the interview Sample only) was regarding insufficient systemic support during the transfer/escort of the 'under trials or convicts' from one place to other. In such incidences, being a woman she poses greater threat of being exposed to abusive experiences. (*Many times we don't have confirmed reservation, monetary allowances when we travel with the convicts. So the railway police may detain us and increase our risk of the responsibility of convict's safe transfer. It is very tension provoking and distressing at times!!*)
- (iii) Some other issues pertaining to gender discrimination were also mentioned by the officers especially with respect to the behaviours of civilians with them. They feel that at times the civilians have difficulty in making people follow rules enforced by lady officers and noxious comments are passed by them which can be mentally disturbing. However, they also mentioned that it will take time for society to accept this change from within. Sometimes difficult posts with high stress levels are purposefully forced on the woman officers if a superior is not willing to cooperate. In such circumstances, the officers are not in a position of keeping faith in the transparency of the system.

Discussion:

Women have started contributing positively to different spheres of social and professional

life overcoming the so-called socio-cultural boundaries and stereotypes. Even then they do experience the 'Glass Ceiling' effect in many set-ups which thwart their upward mobility in the careers. The reason behind a slow but definite drop out in the career journey towards the top in unconventional fields lies in the system-related ignorance (refers to the under prioritization of gender specific needs, odd transfers and rigid hierarchies). Jobs which require physical risks, time demands, power loadedness have always been 'not so cool careers' for women in a layman's viewpoint belonging to Indian society which surely influences the quality of life experienced by such women in such careers. As seen in the political careers for women also, expression of their capabilities depends on many socio cultural forces and at times they remain deprived of the true scope they deserve and can accomplish, which justifies their real abilities yet they may remain unaware of it.

The 'Pains in the uniform' perceived from this study represents a similar picture. Though it is seen that in spite of the factual QOL with respect to work and economic aspects being low, the respondents are perceiving it satisfactory, as their basic expectations' thresholds are towards a lower end in comparison to men. However, the comparatively low level of factual satisfaction with respect to 'place in community' talks about the subtle need for active engagement in and need for community bonds which can further boost their perceived satisfaction in that area. The interviewees also reflect their expectations from the 'significant others' regarding the acceptance of their unusual set of job responsibilities in a more open and constructive manner. The significant positive correlation of family related satisfaction with the factual QOL in the group clearly indicates the close association between satisfactory relationships with increased QOL in day to day life. A similar study shows that CISF personnel (including men as a major population)

expressed concerns regarding their inability to take family responsibilities such as sickness of family members, children's education, and inability to provide emotional support to their kids (Rao G P, Moinuddin K, Sai P G, Sarma E, Sarma A, Rao P S, 2008). Thus the need to educate the 'significant others' of the women employees in the services regarding the job demands and challenges is highlighted.

Another concern is emerged predominantly about the system revision with respect to concrete and intricate gender sensitive reforms in the work conditions and provisions for women in this profession. If they are expected to do dual roles (home and career both) they should get enough back up systems for drawing satisfaction through it. Provision of basic 'gender specific' health care has been underlined from most of these narratives. Studies across the world emphasize the fact that quality of life is found to be deficient in the 'professional' and 'health' areas. A study has shown a clear association between high levels of emotional stress and poor quality of life in Brazilian police officers. (Lipp, Marilda E. Novaes, 2009). Such stress can in turn diminish the productivity and general capacity to perform. The interviewees in the present study mentioned how they perceived themselves as sandwiched between the expectations of roles at work and home much intensely as compared to average working women due to the very nature of their job. The high value of 'r' between satisfaction in family relations and total factual quality of life for the above group speaks for the grave necessity of considering their difficulties as 'women' and providing a physical environment which assures them safety and fulfilment of their family ties as much as possible (specially related to child care). The health issues raised are also very genuine and need to be addressed immediately and decisively. If we want more and more able womenfolk to enter these unconventional but cardinal jobs, their issues

cannot remain unattended. A policy needs to be implemented nationwide for setting conditions and practices of attracting and retaining them in the jobs. Certain statements from the narratives indicate towards a hidden gender insensitivity on part of the male colleagues as well as the male dominated hierarchy in the system. They mention that it is only a rare experience that a male officer would empathize with their gender specific needs and also respect them equally as their male colleagues. Considering that issues like not getting transfers to the posting locations of their husbands have a systemic limitation, still it was mentioned that responsibility of children was a vital issue wherein they needed extra support. As per the Maternity Benefit Act, 1961, all establishments with 30 women or 50 employees, whichever is less, should ensure employees have access to crèches in the vicinity. As stated in the Rajya Sabha, in the answer provided to the un-starred question no. 992 on the 14th August, 2013, by the Ministry of Home Affairs (mha1.nic.in/par2013), the steps are taken by the Government to provide additional incentives to women to join the para-military forces include 'Creches' and 'Day Care Centres' to be provided by the CAPFs(?) to women employees. If this is the provision on paper, why the paramilitary forces have not been able to successfully implement it?

Thus the present study discusses the various aspects of quality of life of women in paramilitary and police forces in the light of their relationship with life satisfaction. It also highlights the need of sensing and implementing gender sensitive changes and policies in the CISF, ITBP and Police for women employees suggesting some concrete issues as narrated by the participants.

Limitations: Considering that the % of women in paramilitary forces across India is only 5% (CISF and ITBP together), the number of respondents available for quantitative study was limited.

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Emerging Challenges and Threat Perception before Police Forces

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Abstract

Nation has witnessed deteriorated internal security environment in the recent past. The growing incidents of terrorism, organized mafia, cyber crimes, illegal migration, politically motivated violence and caste and class wars are posing a serious threat to security of state. Police as an organ of state are responsible for maintaining law and order and safety and security of citizens but police forces are ill equipped to perform this challenging task in the changed security scenario due to lack of professionalism, ineffective training, lack of basic infrastructural facilities and bad governance. Thus, there is an urgent need for professionalizing the police forces by equipping them with modern arms, weapons and technology, imparting sensitive training, granting necessary autonomy and overall good governance. These measures are vital not only for strengthening internal security but also for functional democracy and economic development of a nation.

Keywords:

Emerging, Threat, Perception, Equipped, Deteriorated, Illegal Migration, Challenging, Autonomy, Incident of Terrorism.

Research Article

Police forces are facing tough challenges to enforce rule of law and safety and security of citizens. New forms of violence such as growing incidents of terrorism, organized mafia, cyber crimes, illegal migration, politically motivated violence and caste and class wars are vitiating the internal security environment. The police forces need to be modernized to counter these challenges and threat perception but unfortunately the police are ill equipped both in terms of strength and equipment to perform this task. Police also need to be impartial and apolitical in handling such situations. Therefore, there is an urgent need to grant necessary autonomy to police so that it acts

as per the need of situation and tasks. It would be pertinent to elaborate these problems and threat perception separately.

Terrorism: The nation has witnessed growing incidents of terrorism in the recent past. Rising fundamentalism and communalism, communal propaganda or indoctrination by radical religious outfits and outside support to terror groups are responsible for terrorist attacks in different parts of India. Such lethal attacks disrupt the normal life, weaken the national security, destroy the social cohesion and slow down economic development. India has been much more vulnerable to terror attacks due to its geographical location, social diversity and lack

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of coherent and integrated policy to eliminate terrorism. Terrorism has been defined as the acts committed to threaten the unity, integrity, security and sovereignty or to strike terror among the people by using bombs, dynamite or other explosive devices causing deaths and injuries to people, damage to or destruction of property, disrupting supplies or services essential to the life of community in India.¹

Both the outside terrorist groups and homegrown jihadi groups are posing a serious threat to the security of India. There have been reports that Lasker-e-Toiba (LeT) involved in horrific terror attacks in Mumbai is stronger than ever and remains the favored instrument of ISI against India. It has a secure stronghold in Pakistan, networks in gulf for fund raising and cells in Pakistani diaspora in UK, USA and elsewhere. It is one of the biggest terrorist groups in the history with more than half million armed and trained members². It has been found involved in various planned and lethal terrorist attacks in various parts of country. Police forces so far could not timely detect the modus operandi and devices used by these terror outfits.

Similarly, home grown terrorism is a tough challenge to police and security agencies. The Indian Mujahideen (IM), the home grown terrorist outfit is spreading its tentacles in new states. It has a better understanding of technology than earlier terror groups. They work in modules, making it difficult to track them.³ Therefore it is essential to modernize the police forces so that they are better prepared to counter these security challenges and threat perception but unfortunately, India's response to security challenge by and large continues to be adhoc, uncoordinated and even counter-productive⁴. India has not learnt enough in the post 26/11 Mumbai attacks. Though some steps have been taken to equip the police and security forces with technology and equipment but these are not sufficient to tackle the gravity of challenge posed

by terrorist groups. State police forces are still saddled with inadequate arms and equipment as well as poor infrastructural support⁵. India's police population ratio is still inadequate and much below the norm advocated by United Nations. Similarly, no concrete step was taken to equip the police with weapon and technology. India's policy makers and strategists must realize that it was for want of quality equipment like bullet proof vests that valiant policemen lost their lives in the post 26/11 Mumbai attack⁶. In most of police academies across the country, outdated curricula leave the police forces desperately short of skilled investigators, analyst and technical experts. Therefore, in order to counter these challenges and threat perception, police forces need to be modernized by providing necessary equipment, weapons, technology and infrastructural facilities. Increasing the strength of police personnel in proportion to population, imparting training in latest technique and technology to inculcate the skills required for professional police forces.

Terrorism is not just a security related problem to be handled by police and security forces but it is also a manifestation of a larger conflict that emanates out of political failures. There should be a coherent and inclusive political approach to resolve terrorist problems having political implications. Politics has to ensure that there is better outreach of policies and programme directed at communities which feel alienated⁷. It should also evolve a policy to counter the communal propaganda pursued by political and religious outfits.

Left wing extremism: Left wing extremism is posing a serious threat to internal security of India. In May 2006, former Prime Minister Dr. Manmohan Singh described the nexalite insurgency as the most serious internal security challenge. Their activities have spread to 230 districts in 20 states. It is reported that a nexalite collects Rs. 200 crore through extortion.

This huge amount is misutilized to carry out subversive activities and clandestine arms procurement.⁸ 'Rule of law is virtually absent in many naxal-infested area. Maoists are equipped with modern arms, ammunition and technique. In a study, it had been claimed that out of 70 million illegal small arms in the world, as many as 40 million are believed to be in central India. Maoist are said to be in possession of gelatin sticks, detonators, rocket launchers, improvised explosive devices and an impressive arsenal of firearms and ammunition.⁹ Ironically state police force are neither equipped with modern arms and ammunition nor possess necessary skills and training to combat the maoists. An appraisal of police training and infrastructure carried out by Border Security Force (BSF) found that at existing levels, it will take a minimum of eight to 10 years to impart basic tactical skills to police force.¹⁰ Thus, there is an urgent need for an integrated, coordinated and proactive approach to tackle such a serious internal security challenge staring the nation in the face. This approach should work at governance and security level. At the governance level, first of all the Government should formulate the comprehensive policy to combat the Maoist threat. The main thrust of this policy should be to properly implement the programmes and schemes meant for welfare of tribals. The Maoist exploit the leakage in development polices and programmes and try to gain the sympathy of poor tribals. They are exploited by policemen and forest officials.¹¹ Thus, there is an urgent need for good governance. This will help to secure the cooperation of tribals so vital to curb this menace. It also requires greater cooperation and coordination between Union and State Governments and among the State Governments. At the security level, the first and foremost requirement is to enhance the capability of state police (as they are frontline forces in this battle) to strengthen the intelligence network.¹² This can

be done by modernization and professionalisation of police forces by equipping them with modern arms and ammunitions, intensive training which should include a greater understanding of the modus - operandi of Maoists, and by updating their skills and techniques.

Illegal Migration:- Illegal immigration in North Eastern part of India is not only changing the demographic profile of the region, but also posing a serious threat to internal security of India. Assam, for example shares a 262 kilometer with Bangladesh.¹³ There have been reports of illegal migration from Bangladesh in this region. Assam is very proud of its secular tradition and outlook. The influx of illegal migrants who may not share this liberal ethos has tended to create fissures in the integrated matrix of Assamese Society.¹⁴ This has serious implications for social, economic and security related issues. Even the Supreme Court of India directed to find a solution to this problem. But so far Union and State governments have not been able to find a practical solution. North Eastern states face the persisting problem of education, employment and health.¹⁵ This is not merely a conflict between Bodo and Muslim community but also a clash for superiority and assertion between local tribes. Taking the advantage of administrative apathy and indifferent attitude to this problem, certain fundamentalist groups and radical organizations try to settle political score by exploiting communal passions.¹⁶ Thus plus and minus of political equations in North-East becomes a major reason for internal insecurity for the whole country. Further imbalanced regional development and consequent migration of people of backward regions in search of better employment opportunities in comparatively developed regions create enmity between the locals and migrants. It has been reported that migrant workers generate 10 percent of the GDP. As the Indian economy moves from agriculture to city based industry and services, it will need the

skills, creativity and energy of growing migrant population¹⁷. Despite their contribution to Indian economy, they are viewed with suspicion by some section of people and political class who feel that they are spoiling the cities with their presence and contributing to different type of malaise. In Maharashtra, Shiv Sena and MNS are spreading the vicious propaganda among the locals that migrants are snatching their jobs and are responsible for increased crimes in the city¹⁸. There is sense of alienation among people of North-East which has not been properly addressed. In August 2013, bulk of SMSes and other means of communication effectively spread panic among the North – Eastern people in the southern and western part of the country.¹⁹ Sensing the trouble, they began to flee to their home states. It has been observed as the largest terrorized movement of people inside the country since independence.²⁰ Migrants from Uttar Pradesh (UP) who approximately account for 35 percent labour force in country have also time and again, faced discrimination and attacks in Maharashtra. Labour migrants from Bihar who flocked to Punjab since the early 1990's were targeted for racial and social discrimination and physical attacks.²¹ It requires a cohesive approach and political willingness to resolve this problem which has wide implications for National Security. Balanced regional development, inclusive policies and effective implementation of Constitutional provision have significant potential to address this problem. Also we need a migration policy which has pro-poor development, labour regulation and universal entitlement as its cornerstone.²²

Caste Wars:- In a stratified society like India, caste plays a significant role in social and political system. Inequality in the distribution of resources, particularly land, denial of basic political rights and ineffective implementation of Minimum Wages Acts and lack of dignified life to the poor and marginalized in many parts

of India have been the major cause of caste wars. Caste wars are a marked phenomenon in the whole country, particularly, in UP and Bihar. Dalits and disadvantaged began to assert their economic and political rights in view of affirmative action of Union and State government and growing political representations. The upper caste and feudal lobby do not want to lose their hold on entrenched social order and want to maintain the status quo. This is the root cause of caste conflicts. Organized communal massacres by upper-caste landlords were a routine affair in 1990's. They were understood to be vindictive by the upper castes to retain their honor in the face of rising backward caste movements against the conventional feudal order.²³ Dalits are deprived of basic human rights and forced to observe the feudal code of conduct, atrocities including rape of women and failure to implement minimum wages saw emergence of Naxalite Outfits in 1970's in central Bihar²⁴. The upper caste landlords also raised their private armies in 1980's. These private armies and Naxalite outfits carried out lethal attacks during 1990's. Ranveer Sena even did not spare women and children. According to official records from 1995 to 2000, Ranveer Sena perpetrated 29 massacres in which 287 people were killed.²⁵ These caste conflicts have also taken place in other states like Tamilnadu and Haryana. Police forces could not take decisive action against the private armies as they enjoy political patronage. Moreover, police were not equipped with weapons and technology to counter these threats. These areas were inaccessible due to a lack of transport facilities. Malgovernance or absence of Rule of law in many parts has more than aggravated this problem. Untouchability, though constitutionally prohibited, is still practiced in many parts of India. Prevention of atrocities against scheduled castes and scheduled Tribes was enacted in 1989. It had two objectives (1) to prevent atrocities against Dalits and Scheduled

Tribes (2) To provide shelter, compensation and rehabilitation²⁶. However, the provision of this Act could not make a desired impact due to shoddy police investigation, loopholes in judicial system and a lack of political willingness. In September 1989, the Prime minister of India expressed concern over low rate of conviction in matters coming under this Act. Second ARC has mentioned that under SC/ST (prevention of atrocities) act, 32,324 cases were under investigation in all the States in 2004; of which 48.4 percent were chargesheeted in courts, 21.38 percent closed after investigation and 30.22 percent were pending with the police at the end of 2004²⁷. Therefore, there is an urgent need for necessary reforms in police and criminal justice system to increase the rate of conviction in matters of atrocities against SC and ST. Second ARC in its fifth report has recommended that (1) The administration and police should be sensitized towards the special problems of Scheduled castes and Scheduled Tribes, Appropriate training programmes could help with the sensitizing process. (2) The administration and police should play a more proactive role in detection and investigation of crimes against weaker sections²⁸. Caste plays a crucial role in governance as postings and transfers are made on the basis of caste by ignoring merit and rank. This not only creates bad governance, but also causes denial of rights and opportunities to deserving and meritorious persons. The remedy lies in good governance by restoring rule of law, professionalization of police forces, more representation of Dalits in police forces, effective implementation of land ceiling and other progressive acts, judicial and electoral reforms.

Cyber Crimes:- Cyber crimes are of very recent origin but these could be deadly weapons to be used by terrorists or anti social elements to commit insidious terrorist activities. According to the Federal Bureau of Investigation (FBI),

“Cyber terrorism is a criminal act perpetrated by the use of computers and telecommunications capabilities, resulting in violence, destruction and / or disruption of services to create fear by causing confusion and uncertainty within a given population, with the goal of influencing governments or people to conform to a particular political, social or ideological agenda.²⁹ It could have a tremendous impact in India by creating the panic, spreading the rumours among the people and launching misinformation propaganda and building public opinion. There are four crore facebook users and 1.6 crore people who tweet in India. Social media is a source of expression for the powerful middle class and thus it has more importance than its number of users.³⁰ If utilized properly and positively, it is a powerful weapon in the hands of civil society to hold the government of the day accountable for its policies and actions. However, mischief mongers and anti social elements may also misuse it for their vested interests. Its role has been questioned in fanning the exodus of people belonging to North East from many cities of India.³¹ It has grave implications for the internal security of India and safety and security of North-East people and denial of their fundamental right to reside and move freely in any parts of the country. Government must counter the mis-information with facts. It has to be vigilant about malicious propaganda. It has to equip itself with technology and expertise to fight this menace. Since the government websites are seen as credible sources of information, the government has done well to issue instructions to its own departments and ministries to ensure that whatever they put on net is verified. Cyber security cell of department of information technology could play a significant role to fight the malicious propaganda and misinformation campaign.³²

Fake Currency Notes: Fake Indian currency notes (FICN) are a matter of serious concern for Indian policy makers and administrators.

FICN can hinder the double digit growth of Indian economy and can be used for funding the terrorist outfits to sabotage the internal security of India. Operators of FICN are using South East Asian Couriers to smuggle it into India. Couriers from Thailand, Malaysia, Philippines and Vietnam have been apprehended in Nepal and Bangladesh from where FICN is smuggled into India.³³ About 48 foreign nationals have been caught with FICN in different states from 2009 to June 2012.³⁴ FICN is used by terrorists to carry out subversive activities and nefarious designs in different parts of the country. Terrorists from J& K and Punjab have been caught with fake currency notes. As per government committee report, the estimated figure of FICN in 2011 was over 16,000 crore. David Coleman Headley, a terrorist of Lashkar-E-Toiba (Let), was given FICN for reconnaissance of sites for the 26/11 terrorist attack.³⁵ To address this problem, the National Investigation Agency (NIA) has been empowered to prosecute the offenders. The terror funding and fake currency cell was set up in 2010 to probe cases of terror financing.³⁶ Second Administrative Reforms Commission (ARC) has recommended the following main planks of strategy to deal with financial aspects of terrorist activities.³⁷

- (1) Asset recovery and obstruction powers.
- (2) Legal penalties against person / organization involved in financing terrorism
- (3) Adoption of diligent customer identification programmes and standard record keeping procedures by financial institutions / agencies.
- (4) Reporting of suspicious financial activity by individual and institutions.
- (5) Anti-money laundering measures.
- (6) Capacity building and coordination mechanism between agencies involved.
- (7) International Cooperation.

These measures have tremendous potential to destroy the deadly network of financing the terrorist activities thereby strengthening the internal security of India. Obviously, there are tough and complex internal security challenges due to social and political factors and Geo – Strategic position of India, but professional police and para-military forces, coordination among various security and intelligence agencies, balanced regional development, broad political consensus to resolve controversial issues and good governance are vital for strengthening internal security of India, which is so essential for the functional democracy and economic prosperity of India.

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Towards Secure Cyber – Commons

How to Prevent the ‘new oil’ spill’

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Abstract:

Various issues relating to data protection are being studied by Justice B.N. Shrikrishna committee constituted by the Ministry of Electronics & IT. A firm legal framework for data protection is the utmost prerequisite on which data driven innovation and entrepreneurship can flourish in India. While draft data protection bill is being prepared, law enforcement agencies need to brace up for challenges and enable suitable interjections wherever opportunity beckons for experience based legal interventions, suggesting plugging of the leaking areas and monitoring of the grey zones through overarching regulatory framework. In future the society, as diverse and democratically chaotic as India and enjoying demographic dividend with robust economic growth, will be empowered and equity restored through digital and technology driven ecosystem. Hence it is right time to understand socially and define legally such an ecosystem.

Keywords:

Data protection, privacy, cyber-ecosystem, data leaks, IT act, Regulatory framework, data protection law, cyber commons, Moore’s law

Introduction

Perhaps no time is more opportune than the present for security agencies to raise the flag of “hear me too”. A high powered committee of Justice B.N. Shrikrishna is eliciting views of stakeholders on their brief of formulating laws on data protection and exceptions thereof. Three related developments have made life challenging on the cyber security front. TRAI has circulated the recommendations on Mobile Telephony much to the chagrin of security agencies which feel that regulatory framework has not been strengthened. Secondly the release of consultation paper on privacy, security and

ownership of data in telecom sector by TRAI. It is enmeshed in the matrix of the recent decision of Supreme Court validating the right of privacy of citizens and also the stance of cyber-ecosystem visible during the recent push for the net neutrality which betrays the need of democratic and egalitarian cyber space with minimum restrictions that has made waters turbulent for agencies involved in balancing security with access.

The Issues at Stake

The sine-qua-non of the existence of secure, vibrant and democratic cyber space should

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be the robust enforcement architecture which should be overarching on both cyber-space (where personal data is shared and hence the playing field of data controllers and data protection authorities) and telecom sector which in India are also the internet service providers. The *white paper issued recently by the ministry*² explicitly recognizes that “The processing of personal data entails an increase of power (in terms of knowledge and its consequent insights) of the data controller vis-à-vis the individual. Data protection regulations are a means to help protect individuals from abuses of power resulting from the processing of their personal data.” How this mismatch operates in real time needs contemporary consultation process with law enforcement agencies.

Right from the issue of defining personal data the Shrikrishna committee asks very pertinent questions like what constitutes sensitive data (should data relating to religious beliefs, health, sexual orientation, biometrics or ethnic origin qualify so and should not be used by any corporate or any agency respecting the privacy of individuals), should there be protection of information related to minors, should there be penalty on companies for misusing data and the classification and mechanism of penalty thereof. (The detailed points of reference of consultation paper circulated by the ministry of electronics and IT can be viewed at ministry’s website.)

The TRAI consultation paper, which is similar in its brief, on other hand has a point of deliberation spelt as-

- Are the data protection requirements currently applicable to all the players in the eco-system in India sufficient to protect the interests of telecom subscribers? What are the additional measures, if any, that need to be considered in this regard?
- In light of recent advances in technology, what changes, if any, are recommended to the definition of personal data? Should the User’s consent be taken before sharing his/her personal data for commercial purposes? What are the measures that should be considered in order to empower users to own and take control of his/her personal data? In particular, what are the new capabilities that must be granted to consumers over the use of their Personal data?
- What should be the Rights and Responsibilities of the Data Controllers? Can the Rights of Data Controller supersede the Rights of an individual over his/her Personal Data? Suggest a mechanism for regulating and governing the Data Controllers.
- Given the fears related to abuse of this data, is it advisable to create a technology enabled architecture to audit the use of personal data, and associated consent? Will an audit-based mechanism provide sufficient visibility for the government or its authorized authority to prevent harm? Can the industry create a sufficiently capable workforce of auditors who can take on these responsibilities?
- What, if any, are the measures that must be taken to encourage the creation of new data based businesses consistent with the overall framework of data protection?
- Should government or its authorized authority setup a data sandbox, which allows the regulated companies to create anonymized data sets which can be used for the development of newer services?
- How can the government or its authorized authority setup a technology solution that

2. http://meity.gov.in/writereaddata/files/white_paper_on_data_protection_in_india_18122017_final_v2.1.pdf

3. <https://innovate.mygov.in/data-protection-in-india/>

can assist it in monitoring the ecosystem for compliance? What are the attributes of such a solution that allow the regulations to keep pace with a changing technology ecosystem?

- What are the measures that should be considered in order to strengthen and preserve the safety and security of telecommunications infrastructure and the digital ecosystem as a whole?
- What are the key issues of data protection pertaining to the collection and use of data by various other stakeholders in the digital ecosystem, including content and application service providers, device manufacturers, operating systems, browsers, etc? What mechanisms need to be put in place in order to address these issues?
- Is there a need to bring about a greater parity in the data protection norms applicable to TSPs and other communication service providers offering comparable services (such as Internet based voice and messaging services). What are the various options that may be considered in this regard?
- What should be the legitimate exceptions to the data protection requirements imposed on TSPs and other providers in the digital ecosystem and how should these be designed? In particular, what are the checks and balances that need to be considered in the context of lawful surveillance and law enforcement requirements?
- What are the measures that can be considered in order to address the potential issues arising from cross border flow of information and jurisdictional challenges in the digital ecosystem?

Experience of Law Enforcement Agencies in Administering the Intermediaries:

This needs proper insertion of acts of omission and commission suggested by the law enforcement agencies by way of their experience of crime in society in digital flux .To put the things in perspective; suppose if there are data leaks from the data controllers and hence occurs “ransomware” threats which materialize and result in chaotic losses what should be the real and vicarious liability of the stakeholders bound to protect the interests of the public. (A recent survey by a data advisory and consulting firm found that 70 % of Indian mobile apps don’t take explicit consent during installation and 94% of apps share their data with third parties). Also there is problem of objectionable content all over the space (shared by hackers and organized criminals as well). One can post content by any name using private address. Moreover, today technology provides to hide the name of the user and its credential by using virtual private network. Such a technology makes it difficult to identify the user, even the electronic address, called IP address. There are mobile applications that allot virtual numbers or allow use of dark web or onion routers, which are hackers delight and recent obsession of organised criminals.

Also it is pertinent to exemplify the acts of omission of data processors specifically telecom service providers. Aadhar copies being taken by telecom companies to issue SIM cards are being forged to clone multiple SIMs. Police have encountered examples of extreme omissions where, telecom operators, in cases of kidnapping for ransom, deny or delay the information such as IP address (which by manifest of the regulator they are mandated to provide timely and in a pre-defined manner), have resulted in murders , what should be the real and vicarious liabilities fixed specifically on the operators and other

stakeholders. So there is need to plug such acts of omission. Also the crimes in cyber space do have criminal implications even if direct mens rea does not exist. But it still qualifies under the definition of abetment.

The major concern of security agencies emanate from the issue in the white paper of Right to be forgotten(which basically refers to the right of the individual to have his/her data erased from the systems of data controllers).The security agencies have been finding it hard to enforce the right to be remembered if we may call it with respect to the eliciting the data when criminal acts and heinous crimes are committed or serious internal security threat grips the country at large

And then there is the question of the extent of liability to be fixed on erring agencies knowing well the use of legal might or legal loopholes in getting out of the loop. The extremes in practice of criminal jurisprudence while administering the intermediaries makes a case study in itself. The infamous AMRI hospital fire incident in Kolkata led to the arrest of the board members of the company including the chairman, in that vein should the data thefts or lack of sharing timely information be leading to arrests at all and in what manner is to be defined. But the caveat is the legal interpretations in wake of unclear or vague statutory provisions as was evident in case of Avnish Bajaj case of Baze.com where in spite of the heinous crime of adolescent pornography which happened to occur due to lax filtering procedures, the directors of the company being chargesheeted in relevant sections of IPC and IT act got respite from high court due to vicarious liability not being enunciated sufficiently.

Real & Vicarious Liability : Case Study: Avnish Bajaj (Baze.com Case)⁵

The synopsis of the relevant case is as follows;

the website uploaded certain sexually explicit material which was of the nature of child pornography; the question in deliberation before the court was whether the chief executive management is liable for crime committed and to what extent. The court’s views are as follows:

‘A reading of the charge sheet as a whole would show that although the petitioner as MD was in overall charge of the policy and planning of the business, he had no direct role in the placing of the listing or its filtering and subsequent removal. This was an automated process and the work of supervising the placing of listings on the website had been delegated to specific individuals . Criminal liability cannot be fastened lightly in the absence of a specific case being made out against the petitioner in his individual capacity, particularly since the company of which he was MD is not arraigned as an accused. As in the case of torts, the general rule prevails that the corporation may be criminally liable for the acts of an officer or agent, assumed to be done by him when exercising authorized powers, and without proof that his act was expressly authorized or approved by the corporation. In the statutes defining crimes, the prohibition is frequently directed against any “person” who commits the prohibited act, and in many statutes the term “person” is defined. Even if the person is not specifically defined, it necessarily includes a corporation. It is usually construed to include a corporation so as to bring it within the prohibition of the statute and subject it to punishment. In most of the statutes, the word “person” is defined to include a corporation. In Section 11 of the Indian Penal Code, the “person” is defined thus the word “person” includes any Company or Association or body of persons, whether incorporated or not.

Therefore, as regards corporate criminal liability, there is no doubt that a corporation or company

4. http://www.trai.gov.in/sites/default/files/Consultation_Paper%20_on_Privacy_Security_ownership_of_data_09082017.pdf

could be prosecuted for any offence punishable under law, whether it is coming under the strict liability or under absolute liability. The position is different with regard to the offence under Section 67 IT Act, as far as the offence under Section 292 IPC is concerned, the law as it presently stands does not envisage an automatic liability attaching to a Director for the offences committed by a company. Therefore even if at a subsequent stage of the proceedings BIPL is summoned to face trial for the IPC offence, that would not, in the absence of a specific case being made out against the petitioner in his individual capacity, result in his being an accused.

It requires to be noted that, unlike some other statutes containing penal provisions, the IPC does not incorporate the concept of criminal liability of a Director or an employee where the principal accused is a company. In other words, there is no provision similar to Section 141 of the Negotiable Instruments Act, 1881 or Section 140 of the Customs Act, 1962 or Section 85 of the IT Act. These are provisions that provide for a deemed criminal liability of a person who, at the time of commission of the offence by the company, was in charge of the affairs of the company or responsible to it for the conduct of its business. The proviso to such provision makes it possible for such person to escape liability by proving at the stage of trial that the offence was committed by the company without his or her knowledge. Therefore once the deemed criminal liability gets attracted under the substantive provision, the burden shifts to the accused under the proviso to rebut such presumption. However, there is no such provision in the IPC. Indian Penal Code does not contain any provision for attaching vicarious liability on the part of the Managing Director or the Directors of the Company when the accused is the Company. In absence of any provision laid down under the

statute, a Director of a company or an employee cannot be held to be vicariously liable for any offence committed by the company itself.

The absence of such a provision in the IPC could be viewed as a lacuna but is not to be lightly presumed as there have been numerous statutes enacted by Parliament thereafter which have incorporated such provisions. For instance, Section 85 IT Act is similarly worded as Section 141 NI Act and incorporates a deemed criminal liability of the director. The IT Act amends certain provisions of the IPC as well. But Parliament has chosen not to make any amendment to incorporate such a provision in the IPC. The Court has therefore to proceed with the law as it exists, particularly since it is a penal statute which admits of strict construction.

Does this mean that a Director or employee of a company can never be made an accused? The answer has to be in the negative. What it means is that if the prosecution seeks to make a Director or an employee of a Company, which is the principal accused, liable for an IPC offence, then it will have to make out a case against such person in his or her individual capacity. The precise role of the person concerned in the actions of the company which led to the offence will have to be proved. Therefore, in light of the law explained in the decisions of the Supreme Court after C.V. Parekh, it appears that without the company being made an accused, its directors can be proceeded against under Section 67 read with Section 85 IT Act. A prima facie case for the offence under Section 67 read with Section 85 IT Act is made out against the petitioner since the law as explained by the decisions of the Supreme Court recognises the deemed criminal liability of the directors even where the company is not arraigned as an accused and particularly since it is possible that BIPL (EIPL) may be hereafter summoned to face trial. Consequently, while

5. Avnish Bajaj vs State on 29 May, 2008, Delhi high court, Bench: S.Muralidhar

the case against the petitioner of the offences under Sections 292 and 294 IPC is quashed, the prosecution of the petitioner for the offence under Section 67 read with section 85 IT Act will continue.

Legitimate Expectation of Due Diligence by Intermediaries

Consider the other extreme where legitimate expectation when minimally legislated was found unpalatable and civil society raising a cry where none should have existed. During the deliberations of the committee of subordinate legislation of Lok Sabha on report preparation of year 2012-13, some NGO’s raised objection on Sub rule (4) of rule 3 of the Information Technology (Intermediaries guidelines) Rules, 2011 with observations that the rule does not provide for an opportunity to the user who has posted the content to reply to the complaint and justify his/her case (if it is removed) and as such the rule is violative of the principle of natural justice and also is highly arbitrary. Deliberations of committee which were countered as on record are as follows-“The Cyber space is virtual and anonymous. One can post content by any name using private address. Due to these characteristics and the feature of the technology, it is difficult at times to trace the user who posted the content. Moreover, today technology provides to hide the name of the user and its credential by using virtual private network. Such a technology makes it further difficult to identify the user, even the electronic address, called IP address. As per the Rule, it is the responsibility of the Intermediaries to inform the user and work with them to take a decision as to whether infringing content is to be displayed or not. It may be mentioned here that largely the infringing content is posted on servers installed outside India. However, due to non-cooperation of the intermediaries to share the information about the user, it is not possible to contact the user posting objectionable

content. In such a situation, the Ministry does not think the rule is violative of natural justice. The Intermediaries are free to decide to take appropriate action on the complaint received by them. Wherever applicable, they have to work with the user who posted the information. As it is not mandatory for the Intermediaries to disable the information, (*EMPHASIS ADDED*) the rules do not lead to any kind of censorship. The Rules provide a fair balance between the rights of all the three parties – the Intermediary, the user who posted the information and the user about whom the information has been posted... The Rules follow the international practice of Internet companies and respect the rights of the parties”

Most of the social networking sites which are being accused in this country, more relevant in today’s context post Cambridge analytica episode, do not have any operation in India. In fact, they say that they do not have any offices in India. They have Indian subsidiaries. The sites say that the main company and the Indian subsidiaries are not linked together. If we look at the practices and policies of these social networking sites, each of them, whether it is Face Book, Google, You Tube, Yahoo or Twitter or any other sites, these social sites understand the process and words ambiguously. Today issue is there only from the foreign websites. Indian websites, in general, have implemented the rules in toto. It is the foreign websites which are creating issues and have to be tightened legally.

Discussion : A Robust Regulatory Mechanism for the Cyber Ecosystem

The structural changes in regulatory mechanism is the other challenge. The very fact that the two wings of government (MeITy and TRAI) are issuing stakeholder’s consultation process on data protection and security in telecom sector at the same time is symptomatic of the syndrome of unsecure cyber commons and inherently suggests probable course correction towards a secure cyber

commons. In India IT Act is administered by Ministry of electronics and IT (meity) along with the subordinate legislation like The Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 (ii) The Information Technology (Intermediaries Guidelines) Rules, 2011. TRAI (under department of telecom, ministry of communications) administers acts such as Indian Telegraph Act 1885, Indian Wireless Act 1933, TRAI Act 1997 and various subordinate legislations like The Mobile Banking (Quality of Service) regulations, various circulars etc. The problem is that violations occur with impunity and regulators have not shown enough teeth so far. Moreover in these heady days of convergence of technologies the cyber space and the telecom platforms should have an overarching single regulatory body.

Contrast this with a similarly crucial service sector of aviation industry and observe the precision of the legal teeth it possesses. The DGCA (Director General of Civil Aviation) as overarching regulator administers and is responsible for the security of both air security and ground handling through its security wing the Bureau of Civil Aviation security (BCAS). It administers the Aircraft Act 1934, the aircraft rules 1937 and other subordinate legislations with clear primary liability fixed in crisp penalties (even jail terms are substantial along with first time fines). Interestingly and very logically there is *penalty for abetment of offences and even attempted offences*. If you already found that impressive, consider this : in the Aircraft (carriage of dangerous goods) rules 2003 the

section 13 empowers DGCA to periodically issue Aeronautical information circulars & Civil Aviation Requirements (CAR) and the failure to comply even with these circulars is punishable with imprisonment of six months and fine. Precisely, the point intended to be driven is that the overarching regulator that Shrikrishna committee shall prod for should regulate *both ground based servers/devices and waves* and in an arena where *Moore's* law operates, the power needs to be vested even in the pen of regulator which issues statutory regulations before the size of chip's half or the new tech makes old one redundant. This body should be having real teeth- a hound rather than mere watchdog.

Conclusion :

In an era where data is the new oil whose spilling would be even more catastrophic than oil spills of blue waters and white collar crimes shifting from real space to virtual heavens driven by virtual private networks and onion routers, all stakeholders including the civil society should aid and support the security agencies whenever internal security exigencies arise by creating the space of security agency driven need in the above balance which would be creating a really secure cyber commons. If cyber space was a stage in space-time where servers and waves come together to create magic then the greenroom and the back stage would be agog with fervent activity. The monotony and the shortcomings of this stage are in process of dismantling. The air is *expectant with a power packed "act"*. Hoping it is delivered.

6. <http://dgca.nic.in/airact/aircraftact.pdf>

7. <http://dgca.nic.in/airule2003/air2003.pdf>

8. <http://dgca.nic.in/aic/aic-ind.htm>

9. https://en.wikipedia.org/wiki/Moore%27s_law

Interventions for Promoting Creative Problem- Solving and Decision- Making in Police

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Abstract:

In this paper, an attempt has been made to define creativity as an interaction of knowledge, imagination and judgment. A list of idea killers has been presented. Techniques like Brainstorming, Nominal Group and Mind-mapping have been discussed with proper illustrations so that the Police leaders may use those in their day to day working to promote creativity. Very practical tips for accelerating the process of creative interactions have been covered. It is an attempt to write it especially for the police executives

Keywords:

Creativity, Brainstorming, Mind Mapping, Idea Killers.

Introduction

There are two choices before a leader in an organization - Shock the future or allowing the future to shock him. If the Organization has to survive and ensure excellence, it has to weave creativity into its functioning. 'Creativity training' impacts the organizations through idea generation for better problem - solving, decision - making and strategic planning. Better climate for innovation is generated when employees think together for the betterment of the Organizational practices. We have two kinds of employees in any organization- Idea Generators and Idea Implementators. Idea generation uses techniques of creativity, if trained, to generate ideas on the issues confronting the organizations.

The police leaders in our country have contributed a lot by their creativity to evolving innovative practices to serve the people better. The domains of contributions involve -Internal

security, Investigation of crime, HRM in Police, IT and Technological interventions, Training of police personnel etc.

However, the entire police leadership has to play a vital role in managing creativity in the police environment. Management of creativity will focus on-

- Sensing the problems at the embryonic stage
- Problem solving
- Creative visualization and strategic management

Concepts of creativity:

Parnes (1972) gave an excellent equation for defining creativity-

$$C=K*I*J$$

i.e. C= Creativity, I=Imagination, J=Judgment

It means that creativity is the result of a beautiful

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interaction amongst knowledge, Imagination and judgment. William Shakespeare and Albert Einstein articulated- "...The divine spark which made man paragon of animals"

"Imagination is more important than knowledge. For knowledge is limited, whereas imagination embraces the entire world, stimulating progress, giving birth to evolution."

In the late 1960s and early 1970s, Ornstein undertook research on brainwave and specialized brain function. It changed the history of our appreciation of the human brain. For this work Roger Sperry was awarded Nobel Prize. They discovered that two hemispheres of brain, viz. right and left and those are linked by a fantastically complex network of nerve fibres called the corpus collosum. According to him-

"In most people the left side of the upper brain deals with logic language, reasoning, number linearity, and analysis etc., the so-called 'academic' activities. While the left side of the brain is engaged in these activities, the right side is in the 'alpha wave' or resting state. The right side of the brain deals with rhythm, music, images and imagination, colour, parallel processing, day-dreaming, face recognition, and pattern of map recognition".



Fig. 1: Whole-Brain Functioning

Creativity is a right brain function for effective problem solving, decision-making and Strategic management. The Triarchic Theory of Intelligence hypothesizes three

types of intelligence namely, Componential intelligence (analytical and abstract thinking), Experiential intelligence (insight and creativity) and Contextual intelligence (practical and tactical knowledge). Proper blending of these components is essential for problem solving.



Fig. 2: Left and Right Brains

Unfortunately, we have been bombarded with authority statements and non-verbal communications to be more logical, analytical, objective, and realistic and planned in our efforts to solve the problems. We are stopped to intuitive, imagine and daydream in the process of problem solving. It affects our creativity badly.

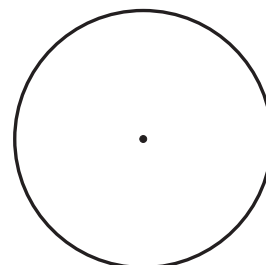
Concept of Creativity

Following set of creative abilities have been identified:

- Fluency (Ideational, Expressional and Associational)
- Mental flexibility
- Originality

Let us consider two exercises:

Exercise 1: Draw the following Diagram without lifting your pen.



Exercise 2: Make the following figure 6.



Usually the reactions on the First problem are- ‘It is not possible’, ‘What’s the use?’, ‘Our children attempt such things’, ‘Some get frustrated and leave’ and ‘Some try to get only one answer’ and stop. In the Second problem, they treat the figure as a roman numeral nine and are usually unable to solve the problem.

It is asserted that the following attitudes are poisons for creative thinking:

Training interventions:

For creativity training, it is recommended that the following groups should be selected:

Induction Training-I (At the entry level)

Induction Training-II (When the officers are promoted to a higher position)

1. Concept of creativity
2. Idea generation techniques (Brain Storming, Nominal group Technique and Mind-Mapping)
3. Evaluating the ideas (Using analytical thinking)
4. Implementation of ideas (Creatively and analytically evolving action plans)
5. Blocks to creativity
6. Problem solving/ Cognitive styles
7. Senior Officers (10-20 years of service)
8. All the contents described above and in addition evolving action plans for customers’
 - i. Feedback and developing new strategies to reach to the customers.
9. Top Management (20+ years of service)
10. Using creativity and analytical tools of mind to-

11. Evolve strategy for the organization based on clearly defined vision and Mission
12. Evolving new products/services
13. Evolving action plans for- Training and development of subordinates, Better Operating
 - i. procedures, maximizing the profits, Performance management system, disciplining the employees etc.

Training in seven-stage creative development model formulated by Solomon (1990) is important. The stages are-

Stage 1 Preparation (to prepare the mind for creative thinking)

Stage 2 Investigation (to develop a solid understanding of the problem).

Stage 3 Transformation (to allow the sub-conscious the mind time to work with the information).

Stage 4 Incubation (to allow the subconscious time to work with the information).

Stage 5 Illumination (to verify the appropriateness and values of the ideas).

Stage 6 Verification (to verify the appropriateness and values of the ideas).

Stage 7 Implementation (to transform ideas into reality).

Both structured and unstructured training interventions are necessary for the development of creative problem solving and decision-making skills.

The training efforts should generally aim at the inculcation of attitudes viz-

- I. “Similar to physical skill, creative skills can be taught and are enhanced with practice”- (Osborn) - Accepting this attitude.
- II. “The brain has the ability to sprout of countless mutations, it can connect and reconnect like a kaleidoscope forming

- pattern” (Sidney J. Parnes) - accepting the attitude is necessary in C.P.S.
- III. “A childlike man is not a man whose development has been arrested,, on the contrary, he is a man who has given himself a chance of continuing to develop long after most adults have muffled for becoming childlike in creative problem solving.
 - IV. “Truth is what stands the test of experience” (Einstein) - This attitude is necessary for creative problem solving.
 - V. Almost every problem has a solution and if we stretch our brains we will have number of solutions to the problem.
 - VI. “Fast thinkers are witted and slow thinkers are dull witted” - treating it as a fallacy is necessary because for idea generation slow attack on problem is necessary.
 - VII. Intuition, imagination and manipulations are also essential for C.P.S. Logical and analytical thinking should reinforce to later.
 - VIII. ‘Yes - and’ attitude is superior to. ‘Yes-but’ attitude for deep exploration of problem for solutions.
 - IX. ‘Fear of failure ‘ is to be replaced by ‘Hope for success’.
 - X. ‘Wishful thinking’ and ‘stereo typing’ are poisonous for creative problem solving, the dawn of progress will be seen if these barriers are removes from the path of creative problem- solving.
 - XI. In problem solving’ Risk Taking’ and ‘living with fear of criticism’ are necessary.

Training in the below - cited techniques for promoting creativity should be provided:

- o Brain storming
- o Nominal group technique
- o Synetics
- o Creative visualization and Strategic Management

- o Mind Mapping

In addition an environment which guarantees the following golden principles followed by stimulating creativity:

- o be respectful of unusual questions.
- o Be respectful of imaginative ideas.
- o Show your trainees that their ideas have values.
- o occasionally have trainees do something “for practice without the threat of evaluation.
- o Tie in evaluation with causes and consequences (Torrance, 1995).

Tips for Police Leaders:

In their day-to-day working the police leaders may use the following techniques for idea generation which may lead to effective problem solving and decision making.

- Brainstorming
- Nominal group technique
- Mind Mapping

Brain Storming:

The leaders should allow brain storming in “Darbars” and in the meetings they conduct in their respective organizations.

In Brain storming sessions following rules are to be followed:

- Focus on quantity
- No Criticism
- Encourage wild ideas
- Combine and improve ideas

Steps:

1. They should throw issues for having ideas from their staff.
2. Collect all ideas and include theirs at the end.
3. Evaluate ideas for retention and rejection.

- Make action plans for the implementation of ideas in the system.
- Implement the plan.
- Monitor and evaluate the outcome.
- Reward staff for their contribution.
- It's too radical
- Be realistic
- We can't afford it
- It might not be the right way
- But it's not the right way
- Naah
- You can't teach an old dog new tricks
- That's really weird

Following 10 tips as presented in Fig 3 may be followed:



To catalyze the process of generation of ideas following idea propeller may be used:

- It's OK
- I don't know much about that. Tell me more.
- I was not aware that...?
- I've changed my mind since I found out that...
- Could you give me some ideas for this?
- It sounds practical
- Let's give it a try.
- I've got a wild idea.
- Are there other ways we can do this?

If they use the following idea stoppers, the initiative and creativity will be nipped in the bud itself:

- It's too much work
- We'll look silly
- We're not ready for that
- We've never done that before
- It's not practical
- It won't work here
- Let's think about it some more.

C2-Nominal Group Technique:

It is a variant of brain storming. They will find subordinates ranks not speaking their ideas. In that case, he should insist that they give the ideas in writing. Then, the same process of brainstorming will be followed.

C3-Reverse Brainstorming:

The question 'If we don't address this issue, what will be the consequences?' is the heart of 'Reverse Brain-storming'.

It helps the leaders to sensitize them to the problem for effective solution by following the golden **Mind Mapping technique**.

Mind Mapping technique:

This technique was mentioned by Buzan () in his book "Use your head". In administration, the technique is used for-

- Individual decision making
- Team Decision making

An example of 'Mind Map' is given below-



Procedure: The following procedure is adapted:

1. On a sheet of paper, problem / issue is written in the middle. E.g. Individual main-map on how to train and develop subordinating ranks in police continuously.
2. By applying the principles of Brain-Storming, a leader prepared a mind map by adding up sub themes which come to his mind.
3. This mind-map may also be prepared in meeting by involving his staff.
4. Later on, right decisions may be taken by him analytically by selecting the right choices

Example:



Figure: Mindmap on 'How to Train and Develop the Subordinate Ranks'

Summing- up

Creativity involves whole brain thinking, where integration of the products of right and left hemispheres of the brain takes place. Fluency,

flexibility, originality and elaboration are the components of creativity which can be developed through training and creative interactions in a positive climate in Police. Training interventions focus on the use of brainstorming, nominal group and mind mapping techniques in this paper. Police leaders may use these techniques very effectively for problem solving and effective decision making.

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Management of Prisons in Haryana

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1.1 Historical evolution

The existence of prisons in our society has been an ancient phenomenon since vedic period . Prisons’ were considered as a ‘*House of Captives*’ where prisoners were kept for retributory and deterrent punishment. *John Locke*, expressed that men were basically good but laws were still needed to keep down *the few desperate men in society*. As far as prisons in Haryana are concerned, their references can be found from the earliest times. References to “karagriha” can be found in *Ramayan*, *Mahabharat* and even in *Manu Smriti*. In Punjab/Haryana, as also in India as such, Jails in the modern sense are the product of the last century, a legacy of British rule. Punjab was the last territory to become part of the British India in 1849, earlier to that no regular prisons were in existence in Sikh rule. Immediately after annexation, Punjab Regulation Act III of 1818

of Bengal Presidency was put into operation in Punjab for the governance and control of jails set up by the British Rulers. The first prison was set up at Lahore in 1852 and Punjab Jail Manual was immediately prepared for the day –to-day management of prisons. Many prisons in the State of Punjab were built between the year of 1860-1885. By the end of 1890, three Central Jails, one Female Jail and two District Jails were established in the State of Punjab. Prisons Act was enacted in 1894. During the period of 1927-1933 new jails at Multan, Gujrat, Kasoor and Lahore and Lahore Borstal Jail were built. In 1947, with the partition of the country, all well managed prisons went to the side of Pakistan. Only Central Jail was at Ambala. After partition Ferozepur jail was immediately upgraded to the level of Central Jail without bringing any structural changes in the existing district jail.¹

1.2 Population of prisoners since 1966

Table 1

(Summarised on the basis of Annual Administrative Reports of the Department 2016-17- page 31-32 & population statement as on Dec. 31, 2017 and March 31, 2018)

Year	1966	1976	1986	1996	2006	2016	2017	31.3.18
Capacity	3315	3528	3633	3775	10587	18096	18196	18196
Actual population	2369	3504	3635	6639	11796	18079	19130	18932

From the above tables it is clear that over a period of time with the increase in prison population the number of jails has also increased. The problem of over-crowding which was 175.86 % in 1996 has been solved with the construction of

new prisons. But District Jail Bhiwani (150.98 %), District Jail Sirsa (149.73%), District Jail Sonipat (167.78 %), District Jail Jind (125.71%), District Jail Kurukshetra (141.47 %) District Jail Narnaul (146.28 %) and District

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jail Kaithal are (203.88%) are overcrowded. This is due to mismanagement on the part of the jail administration and surrender to pulls and pressures as prisoners try to exert every type of pressure to go to the jail which is near to his place of residence.

2 Principles of Prison Administration²

- (1) A person in prison does not become a non-person.
- (2) A prisoner is entitled to all human rights within the limitations of imprisonment.
- (3) There is no justification in aggravating the suffering already inherent in the process of incarceration.

These principles have serious implications for prison administration. They call for a thorough restructuring of the prison system in terms of the humanization of prison conditions, minimum standards of institutional care, reorientation of the prison staff, reorganization of prison programmes and rationalization of prison rules and regulations. Secure custody of inmates is primary responsibility of the State. The aim of handling prisoners is guiding and correction for rehabilitation in society. For this purpose each institution has facilities for moral, physical, educational and vocational training. The prison structure is designed to provide all the necessary facilities for prisoners to be treated as human beings and subject them to an environment conducive for their reformatory treatment.

3 Prisons Management Models – Prison as a closed system

Prisons are at once extraordinary and ordinary institutions. They are extraordinary in that they

are places in which large number of strangers are forced to live in close proximity with each other, often for sustained periods. Prisons are ordinary in that much of prison life, especially long term prison life, revolves around those mundane matters which concern all of us in our non-prison lives--eating, sleeping, cleaning and tidying, doing the laundry, working, thinking about family and friends, attempting to alleviate boredom. All these concerns occupy prisoners because the prison is where prisoners must live and, as such, the prisoner is a member of what **Clemmer** (1940) terms the “prison community”.³

There is little public knowledge about prisons, prison staff or their work. When people think of prisons, they tend to consider their physical aspect: walls, fences, a building with locked doors and windows with bars. The reality is that the most important aspect of a prison is the people—unwilling (prisoners) and willing (staff but not necessary that all staff is willing). Prison staff generally works in an enclosed and human dimension, since prisons are primarily concerned with two sets of isolated environment which, over time, can make them narrow and inflexible. The key to a well managed prison is the nature of the relationship between these two groups.⁴

In the prison setting, social order is tenuous. The legitimate use of force by prison officials is an inadequate source of social order. Order in the prison is produced by a social struggle within the prison walls. Although the inmates recognize the authority of the custodians, the inmates do not feel bound by a moral duty to obey. The ability of the officials to physically coerce their captives into paths of compliance is something of an illusion as for as day-to-day activities of prison are concerned.⁵ The total power of the guards is defective, but penal

2. Model Jail Manual 2016 P 6

3. The Prison Community (1940) by Donald Clemmer University of Chicago Press. Also quoted in “Doing Prison Work - The public and private lives of prison officers, Elaine Crawley, William Publishing, UK 2004”. Introduction P xi

harm—"the pains of imprisonment"—remains extensive. The pains of imprisonment form the uneven bedrock on which the social order in the prison must be built. Although prison systems have discarded corporal punishment the modern prison corrodes the inmates person and sense of moral worth. The prisoner loses autonomy as well as individuality because movement and routine are minutely controlled. Prisoners are not just assailed by carceral supervision; threats to personal safety from other inmates makes prison life unpredictable.

The prison is substantially a product of the society in which it was embedded and not the autonomous social system. Prison's social hierarchy reflects the social status of the inmate before incarceration. Inmates status before incarceration affects his place in the prison pecking order. But disciplinary role of the prison staff and managers plays a critical role in prison setting. Prison officials are the government behind the walls and are "neither the pawns of inmate society nor captives of broader sociopolitical developments"⁶ Dilulio claims that quality of prison life would improve with a bureaucratized, paramilitary style of prison management which maintains order through strict control. Tough discipline of this bureaucratized kind would not only preserve order, but promote rehabilitation too.

Prisons have been the subject of much academic analysis in the general literature on prisons. Sociologically the prison is an institution which forms part of a complex system of social control through which the State imposes sanctions on those who disobey law. There is always some kind of effort to regard prison life as islandic and keep it outside the purview of the broader society. Prison is not easily identified with any one of

the various organization models and techniques available for investigating management and staff as well as inmate interaction in the prison setting. It appears that prison management has traditionally been overlooked, or bypassed, when theories of organization practice and management principles have been developed. By its very nature prison is not only a "closed" system but, to a large extent, a functional bureaucracy⁷. The prison-as a single institution and as a system—must be considered a closed as its very nature epitomizes this. A structural view of the prison shows a closed environment in terms of walls, perimeter towers and perimeter fencing. Structure of the prison building exhibits the aim of penological policies --punishment, deterrence and rehabilitation—which all vie confusedly with each other. In the maximum security society, all are prisoners-inmates and the officers alike. The "core technology "of prisons—the inmates—have very little interaction with the outside world and such interaction is subject to scrutiny and control because the basic function of the prison is to effect control and maintain routine. With a closed –systems strategy the organization seeks to avoid uncertainty and achieve determinateness. Interaction with the task environment is confined to senior level administration personnel. Prisons may only be considered open-systems at the apex of the managerial level and at government level. Division of work, delegation of authority, span of control, unity of command and unity of direction, discipline and order are other characteristics of a prison functioning. The rapidly changing power structure—away from management and towards prison staff and inmates—combined with environment where all elements of prison philosophical modes are in operation at the same institution in varying degrees (restraint, revenge,

4. Based on the book "A Human Rights Approach to Prison Management" by Andrew Coyle published by International centre for Prison Studies, London, United Kingdom

5. The Society of Captives by Gresham Sykes P 49)

6. Governing Prisons (1987) P.6-John Dilulio

reform and reintegration) means that traditional management principles have little validity in contemporary prison administration.

The management of the prisons per se is subject to many variables changing prison philosophy, government decree, the input of pressure groups like civil libertarians, inmate unrest and a public which expects the prison authorities to change the criminal into a useful member of the society. Most prison studies label the institution as a bureaucracy and then move on to other variables such as staff and inmate interaction or prison conditions. Under these variables, Bureaucratic model and Administrative -Management model can be used to ascertain specific prison managerial practices, but only in the light of requirements laid down by Weber and Fayol. At the top level it tends towards bureaucratic model with all its weaknesses. It interfaces with larger units of government and society, formulates policy, is responsible for long-range planning and makes decisions affecting the entire organization and is politically vulnerable. At the unit level it has managerial tendencies with all its limitations in an environment characterized with external and internal pressures. At the unit level it supervises employees, supervises offenders, operates and directs fiscal management. It is less politically vulnerable except to organizational politics. Time and energy is spent primarily supervising prison services, personnel within the formal organization. Centralised prison system removes decision making from the institution and prison managers success may depend upon Head office edict.

The prison has two elements in the managerial direction process—unwilling (prisoners) and willing (staff but not necessary that all staff is willing). The two most important groups of people in a prison are the prisoners and the

staff who look after them. Archembeault and Archembeault's⁸ adaptation of Fayol's principles is particularly oriented towards staff. (The triple themes of bureaucracy, power, and order are the basic ingredients required in prison setting.

Government Control

In democratic countries, prison administrations are generally under the control of public authorities which come under the control of government ministry. In India prison administration is a State subject and under the control of Home Department of the State government. As per Punjab Jail Manual "an Inspector-General shall be appointed for the territories subject to each Local Government and shall exercise, subject to the orders of the Local Government, the general control and superintendence of all prisons situated in the territories under such Government".⁹ The post of Inspector General had been upgraded to the post of Director General vide Haryana Govt. Notification No.10/52/85-HGI dated 31-10-1985. The Department originally headed by an officer of the rank of Inspector General of Prisons is now headed by Director General of Prisons. Director General of Prisons exercises general control and superintendence of all prisons in the State and ensures the Implementation of the provisions of the Prisons Act and prison policies as laid down by the State government through other officers appointed by the government for assisting him at the headquarters, at the prisons and other institutions under his control. The Superintendent¹⁰ of the prison is the incharge of the executive management of the prison in all matters relating to economy, discipline, labour, expenditure, punishment and control in general. The Superintendent is responsible for developing an atmosphere that is conducive and correctional

7. Based on the thesis "Prison Management and Practice: with special reference to Risdon Gaol at the University of Tasmania, Australia 1988 by William Cross Paterson

in nature and providing leadership in every aspect of prison management. The Superintendent has direct connection with all the administrative, security, supervisory, training, medical, supply branches and prisoners “panchayats” in the prison. Deputy Superintendent and jailors only help the Superintendent with his task as he wishes to be done. It is also the duty of District Magistrate¹¹ to visit and inspect jails situated within the limits of his district and satisfy himself that provisions of the Prison act 1894 and other relevant rules, regulations and directions are duly enforced.

The Punjab Jail Manual, (last amendment in 1996) regulates the administration and operations of the Prison Department Haryana. The Punjab Jail Manual is stated to have been codified on the basis of the provisions of the Prison Act and the Rules framed thereunder, (Act IX of 1894 and Act 3 of 1900 as amended by Act 1 of 1903, The Repealing and Amending Act of 1903,) Regulation 3 of 1818 for the confinement of State prisoners, Transfer of Prisoners Act-1950, Habitual Offenders Act- 1952, Punjab (Good Conduct) Prisoners Act- 1962 and such other similar provisions. This is a Manual regulating the establishment and management of jails, the confinement, treatment and transfer of prisoners, the maintenance of discipline among them and matters _____ relating to prisoners. Nature of the offences and hard punishments for such offences have been incorporated in the rules in the Jail Manual. The Punjab Jail Manual regulating the affairs of the prisons appears to be based on the deterrence theory of punishment

4 Routine managerial activities in a prison.¹²

4.1 Admission of prisoners and custodial management

Lord McCauley, the then Law Member of the Supreme Council of India stated that ‘the best criminal code can be of very little use to a community unless there be a good machinery for the infliction of punishment’ In the modern prisons, safe custody of the inmates is the primary function of prison administration. Main responsibility for safe custody, security operations and discipline in a Jail rests with a Superintendent and Deputy Superintendent. The overall objective of reform and rehabilitation is pursued within the framework of custody. Prison custody implies certain restrictions on the basic rights of the prisoners under the process of incarceration that prisoners are required to undergo.

A prisoner is admitted to prison only when accompanied by a writ, warrant or order in the prescribed form, signed, dated and sealed by the competent authority. Before admitting a prisoner, the Assistant / Deputy Superintendent examines the warrant by questioning the prisoner regarding his name and other particulars and by verifying the identification marks on the prisoner with those mentioned in the warrant and only after satisfying himself, the Assistant /Deputy Superintendent will admit the prisoner. On admission the prisoner is kept in a separate reception ward until the initial formalities for his

8. William G. Archembeault & Betty J Archembeault—Correctional Supervisory Management & Motivation : Theory Z—Implications for Correctional Survival Management Motivation : Theory Z—Implications for Correctional Survival Management by William G. Archembeault

9. Punjab Jail Manual, Para 21 p.17

10. Punjab Jail Manual, Para 66 p.31 & Section 11 Act IX of 1894

11. Punjab Jail Manual, Para 41 p.22 & Part II, Rule 24

placement are completed. At admission, medical examination, finger printing and photograph as per rules is done and a history ticket for each prisoner is maintained.

Secure custody of inmates is the primary responsibility of the State. Security measures are adopted which are in accordance with the specific requirements of each prison. In every prison there is a guarding establishment responsible for guarding the prisoners, prison premises, gate and carrying out any other duties which may be assigned to them. All operational procedures as per the Jail Manuals are conducted to ensure the security of the prison. This includes the following:

- (a) Regular surveillance by warder staff and barrack in-charges
- (b) Regular inspection by assigned officers to various locations
- (c) Frequent night inspections by the Superintendent and Deputy Superintendent of the prison
- (d) Formation of inspection teams to control undesired items and material like mobile phones etc.

Prison discipline covers all aspects of prison life. For violation of the prison **discipline**, the Punjab Jail Manual provides for minor and major punishments depending upon the gravity of the indiscipline and the procedure for awarding the **punishments**¹³. But it is to be kept in mind that prison discipline is not retributive but reformative, not repressive but curative and is carried on with a view to fostering the basic values and virtues of life and humanity. The prisons in Haryana are using various infrastructure, equipment and technologies to control and manage the security system including watch towers, search lights and high powered torches, walkie talkie sets, CCTV

cameras, DFMDs (Door Frame Metal Detector), HHMDs (Hand Held Metal Detector) etc. A CCTV system had been installed in District Jail, Gurgaon, Central jail, Ambala, District jail, Narnaul, Sonapat, Jind, Sirsa and Karnal for surveillance of sensitive places in the jails.

Biometric Attendance System has been installed and the prompt ---- attendance are being entered through BAS System regularly by the Jail Officers/Officials of Civil Staff as well as Executive Staff of the jails. Implementation of E-Prison Management System is being successfully implemented in the prisons with the help of Phoenix Software. Several modules have been implemented which include the following:

- (a) New admission
- (b) Under trial management
- (c) Convict management
- (d) Gate management
- (e) Cashless canteen
- (f) Interview/visitor management
- (g) Sub-admin building management
- (h) Hospital management
- (i) Prisoner's cash deposit / withdrawal

4.2 Production of under-trial prisoners before the court

On the basis of court diary, requisition for police escort is sent sufficiently in advance giving details of women, adolescent, juvenile under-trial prisoners and violent, dangerous and notorious under trial prisoners. Before being sent to court, and after having been received back from the court, all under-trial prisoners are thoroughly searched. For transporting under-trial prisoners to and from the court, necessary arrangements for transport and security guards are made by the police authorities. No convicted prisoner is kept in the same area in which under-trial prisoners are kept. The Video Conferencing

12. On the basis of analysis of Punjab Jail Manual and draft of Model Prison Manual 2003 and Model Prison Manual 2016 and practical field experience as Inspector General of Prisons in Haryana in 2007-08

System have been installed in the 19 jails, with 25 Video Conferencing Stations connected with 39 courts in Haryana by which the routine court appearance of approximately 300 prisoners per working day is being done in courts.

4.3 Execution of sentences and release on expiry of the prison term.

The prison authority has duty to give effect to the court sentence. To give effect to the sentence means that it is illegal to exceed it. The ultimate objective of prison administration

has shifted from reformation and rehabilitation to reformation and social rehabilitation but the gap between proclaimed principles and actual practices appears to have been widening in recent years.

4.4 Maintenance of prisoners

This function includes provision for diet, cleaning, storage and issue of food items, clothing for the prisoners, accommodation and ventilation, cleaning of prison area and provision of water to staff quarters etc.

Table 3.4 Average expenditure per prisoner on protection, diet and residence
(Summarized on the basis of Annual Administrative Reports of the Prison Department)

Year	Total Exp.	Yearly E.exp	Daily Exp.	Exp. on food
1986	Rs. 19056114	5285/	Rs.14.48	NA
1998-99	Rs. 40054764 /-	7169/-	Rs19.64/-	NA
2007-08	Rs. 221271837/-	16524/-	Rs.45.27 /-	NA
2008-09	Rs.500792384/-	37950 /--	103.97 /-	NA
2009-10	672677000 /-	49938 /-	136.81/--	NA
2010-11	832844000 /-	58741 /-	160.93 /-	NA
2011-12	829857000/-	55382/-	151.73	(food 41.35)
2013-14	1286442000/-	72865/-	199.63	(food 41.33)
2014-15	1606800000 /-	86113 /-	Rs 235.92	(food Rs. 36.64)
2015-16	1787593000 /-	97848/-	Rs.268/	(food Rs. 43 .00)
2016-17	202 25 77000 /-	1,14,567-	Rs.314/	(food Rs. 42.60/-)

From the above table it is clear that average expenditure on security, diet etc. is increasing every year. This is in tune with the increase in general cost and price level in the economy. In real terms improvement in the conditions of prisoners in commensurate with increase in average expenditure can not be commented but per prisoner expenditure is much more as compared to daily expenditure of people living below poverty line which is Rs. 32 /- per day and Rs. 47 /- per day in rural and urban areas respectively.

4.5 Medical care

The medical personnel are directly responsible for medicare and health of the prisoners. They are to ensure the maintenance of minimum standards of hygienic conditions in the prison premises. Hospital accommodation should be provided on the scale of 5 % of the daily average of the inmate population of the prison. Drug de-addiction is a major problem in prisoners. Out of 34 posts of Medical officers in Haryana prisons, 5 posts are vacant. Prisoner patients are also referred to PGIMS, Rohtak and PGIMER, Chandigarh

as and when their treatment demands. From 01-01-2015 to 31-12-2015, 29260 and from 01-01-2016 to 31-12-2016, 23728 prisoners were referred for outside treatment. To help with the management of drug addicts, NGOs are working for providing counseling and rehabilitative therapy. Drug de-addiction centers have been opened in jail hospital premises

4.6 Contact with outside world

(a) Parole & Furlough

There is provision for "Parole & Furlough"¹⁴ for temporary release of prisoners to visit their family members after actually serving a part of the sentence. Providing reasonable facilities to every prisoner for seeing or communicating with his / her family members, relatives, friends and legal advisors is the duty and responsibility of prison administration. Parole and furlough are allowed to the prisoners as per rules to visit their families. Table 3.5 mentions details of parole & furlough allowed to the convicts.

Year	Parole/ furlough
1986	724
1998-99	2507
2007-08	3453
2011-12	4273
2013	3715
2014	3985
2015	4411
2016	4780

(b) Prison Inmate Calling System

The Government of Haryana has introduced the prison inmate calling system in jails of Haryana State. In this system any male inmate can call his family members for 05 minutes and female inmate for 09 minutes on daily basis (35 minutes and 60 minutes per week respectively) on two post paid/prepaid/land line numbers provided by inmate on payment basis. It has already been implemented and made functional at the jails. Approximately all the jail inmates are enjoying

this facility and more are being encouraged for enrolment in this scheme.

4.7 Education of prisoners

Levels of education tend to be low among the prison population. For the year 2014-15 and 2015-16 the illiterate and below matriculation prison population is 62% and 64% respectively. To impart legal literacy with the aim of spreading awareness amongst prisoners about their rights and obligations and sensitizing the prison administration legal literacy programmes are implemented to accelerate reforms in the prison system.

The objective behind educational programmes in prisons is to channelize prisoners' energies into constructive and creative pursuits, instilling in them a sense of confidence, developing amongst them social responsibility and consciousness fostering amongst them habits and attitudes necessary for adjusting in the community etc. the educational programmes consist of physical and health education; academic education; social education vocational education and cultural education. Model Prison Manual 2016 in para 14.07 makes a provision for initial classification of prisoners on the basis of their educational background, their aptitude to follow further studies, their social background and vocational education. Para 14.05 prescribes that education of illiterate young offenders and adult prisoners shall be compulsory. For facilitation of education of prisoners, prison institutions shall establish liaison with department of Education / NGO's / IGNOU and other approved educational institutions for obtaining educational material and help. Every prison will have books in the library to cater to needs of different educational standards. During the year 2016, 4756 prisoners had been imparted primary/higher/computer education. However there is a need for more concerted efforts to implement the directives of the Prison Manual in letter and spirit.

At the ground level Haryana State Legal Services Authority is implementing Prisoners Legal Literacy Mission. The main objective of the Prisoners Legal Literacy Mission (PLLM) is to provide access to justice and to eradicate the evils of exploitation, inequality and suffering with the lamp of literacy. The objectives of the mission are to target the prisons and jails in a systematic manner and to hold Legal Awareness Camps in prisons, prepare and publish Legal Literacy Literature in local language and to circulate the same amongst the prisoners, to organize skits and audio/visual presentations for the prisoners to educate them about their rights; to co-ordinate with the prisons authorities to ensure that freedoms that belong to the prisoners are made available to them and to help improve prison conditions by setting up low cost programmes such as crafts, weaving, workshops etc. which are vacation oriented and self-financed. The project is being implemented and monitored at the district level by the District & Sessions Judge-cum-Chairman of the District Legal Services Authority through Co-ordination Committee and Haryana State Legal Services Authority is periodically reviewing the -progress of the mission. The Authority¹⁵ had provided free legal aid to 7602 and 9022 persons in 2013-14 and 2014-2015 respectively. In 2014-15 and 2015-16 . The Secretaries of DLSA and panel advocates had made 1852 and 1308 visits helping 37739 and 38507 inmates respectively in the jails/ Correctional Homes. The Authority had distributed thousands of books on legal subjects including 45000 books titled as “Rights of Prisoners” (in Hindi). But the conclusion drawn/ views of the prisoners about the role/ contribution of Legal Services Authority convey the opposite and contradictory impression. This evidences that there is some serious lack of

commitment in the efforts of the Legal Services Authority and its panel advocates. Theoretically there is excellent performance but at the ground level, nothing is happening. Enquiries from the Superintendents of Prisons revealed that they are yet to see and read a copy of the book titled as “Rights of Prisoners” (in Hindi). There is hardly any legal aid available to prisoners and that lawyers although visited the prisons but rarely gave any legal advice to the prisoners. The prisoners also speak that “Panel lawyers” visit the prisons only to solicit their clients and not for assisting the deserving prisoners despite the loud claims of the Legal Services Authority.

The objective of enhancing the level of awareness of prisoner’s rights and their implementation in true spirit to ensure transparency and accountability in prison management can be achieved by considering the following suggestions:--

- (i) Increasing the literacy level in the general population;
- (ii) Access to free legal services and education of prisoners;
- (iii) Efforts to reduce the number of under-trial prisoners;
- (iv) Change in the composition of the HSLSA so as to include officers of the prison department as ex-officio members;
- (v) Close supervision over the prison staff to ensure accountability;
- (vi) Implementation of recommendation of expert committees and Model Prison Manual 2016;
- (vii) Improvement in their working conditions of the prison staff;
- (viii) Scientific recruitment and training of the prison staff;

14. Parole is mere suspension of sentence for the time being keeping the quantum of sentence awarded to a prisoner intact. Furlough affords double relief in the sense that it gives not only an opportunity to the prisoner breath fresh air and enjoy the society of kith and kin etc. outside the prison but also counts towards the total sentence awarded to him i.e. his total sentence is reduced to the extent he earns in the form of furlough by continuous good conduct {1985 (2) RCR 212}

- (ix) Training and mental orientation of the Judicial Officers, other legal professionals and court staff.
- (x) Need for rethinking on the doctrine of “actus curiae neminem gravabit” (an act of the court shall prejudice no one)

4.8 Prison Labour, Vocational training and work programmes

- 1 Punishment of rigorous imprisonment oblige the inmates to do hard labour. Para 687 of Punjab Jail Manual mandates that every convict sentenced to undergo rigorous imprisonment shall ordinarily be employed on hard labour of such kind as is most suitable and for which he is for the time being fit. All persons sentenced to labour including prisoners sentenced to simple imprisonment who voluntarily elect to labour, are eligible for the grant of special remission. (Para 651)
- 2 **Vocational training and work programmes** are an essential feature of the correctional programmes. The objectives of such programmes is imparting discipline and work culture among inmates, developing right attitudes towards work and dignity of labour, promoting physical and mental well being of inmates and spirit of fellowship and cooperative way of living etc. Convicts and under-trial prisoners who volunteer to work are employed on work programmes consisting of services required by the community. Vocational Training is being imparted to prison inmates in jails with the help of technical education department Haryana in trades like plumbing,

electrician and computer data operator. Approximately 2153 prisoners have already been enrolled under the scheme for vocational training. Skill development is being done in affiliation with India Vision Foundation. Inmates are taught various skills including hair cutting, music, painting, dancing, tailoring etc.

The Prisons Department has started Public Private Partnership schemes for the welfare of the prisoners which will help them to create job opportunities as well as to start their own business. The private enterprises will offer work to the prisoners without involving any expenditure from the government. Under this scheme the permission has already been given to Superintendent, Jail Karnal for manufacturing of plastic washers and door mat respectively. Interlocking tiles making in District Jail, Yamunanagar and manufacturing of furniture at Central Jail, Ambala has also been started. Modern Offset Printing Press has been established in Central Jail Ambala on December 2014. Bakery units have been established at Karnal Jail on 19-9-2013 and at Sirsa Jail on 08-03-2015. For such work programmes, fair and equitable wages are paid at rates as notified by the government from time to time. All wages to the prison inmates, which are earned by them for the work done by them, are being disbursed through saving bank accounts opened in various nationalized banks like State Bank of India and Punjab National Bank.

Prison labour -Value of material prepared by the prisoners in Jail

15. Based on Annual administrative reports for the year 2013-14 & 2014-15 of HSLSA

**16 Average number of convicts per day had been given in the reports of 1986,1998-99 and 2007—08. For other years it had been arrived at on the details of convicts at the beginning and at the end of the year.

Table 3.6

Year	Factory production	Daily average convicts **16	Average production per prisoner (convict)	Agr. Prod.
1986	13214019/-	1837	7193	42711/- (sale after internal consumption)
1998-99	7390978/-	Ave---2735	2702	34640220/-
2007-08	7013531/-	31-0-3-2008 Ave. 3664	1914	3751768/-
2011-12	5482564/-	Apr.1—6335 Marc..31—6382 Ave---6358	862	6150928/- (296 acres & 17 marlas)
2013-14	5318404/-	Apr. 1—6691 Mar.31—7028 Ave---6860	775	3607569/-
2015-16	51,30,655 /-	Apr.—7517 Mar. 31—7780 Ave---7649	670	17,83,199 (Land given on lease)
2016-17	7813316	Apr—7780 Mar.31—7217 Ave---7499	1041	2771739 /--

Although prison department is making loud claims of engagement of prisons in productive work to keep them busy and enhance their opportunities for employment after their release but data of factory and agricultural production as depicted in above table falsifies these claims. Engagement of prisoners in agricultural activities is at zero level as jail agriculture land had been given on lease to outsiders. Only a small portion of the total prison population is actually engaged in prison labour and prisoner takes.

4.9 Grievances Redressal System

Voicing resentment / grievance is an elementary form of human instinct. If it is suppressed, it can lead to an aberrant frame of mind which will be detrimental to natural and healthy growth of body and mind. Therefore every prison has a Grievances Redressal System which provides every inmate the legitimate opportunity to voice his grievances and acts as a safety valve against

any possibility of sudden outbursts of suppressed grievances. Each District and Sessions Judge visits the prison in his jurisdiction once every month to hear the grievances of inmates and sort out their legal problems.

Superintendent of Prison takes weekly parades to hear the grievances of the inmates and sort out their problems, if any. Complaints are addressed first at the level of Deputy Superintendent and then if resolution does not happen it is escalated to the level of Superintendent of Prison. In all prisons there is a well-defined procedure of receiving complaints, requests from the prisoners in form of daily round of the superintendent of prison; the visits by the designated Judge; visits by the visiting board; inspection by the advisory board; visits by the senior officers visits by the Human Rights Commissions representatives. Apart from this, NGOs and Human Rights Activists and legal aid committees are also able

to redress some of the grievances of the prison inmates

4.10 (a) Welfare of prisoners

The welfare programmes are based on initial classification of the prisoners and study of individual needs. Cultural and recreational activities are organized in all institutions for maintaining the mental and physical health of prisoners. These activities are the basic elements of rehabilitation programmes for prisoners. NGOs, are extensively involved in organizing sports and cultural activities. Talent identification and utilization programmes of prison inmates are vigorously being perused for long. Cultural programmes are being organized on various occasions.

The prisoners are provided facilities for purchase of essential commodities for daily use at reasonable rates from the prison canteen. Canteen sales in 2013-14 was Rs. 42134977 & profit was Rs 3503870. In 2015-16, sales were Rs.11,1604858, with profit of Rs. 9707784. In 2016-17, profit was Rs.11035297. The canteen profit was utilized for development and installation of Phonex Software in the prisons

(b) New initiatives for Reformation of prisoners

Now cows are expected to help reform prisoners in Haryana's jails¹⁷ **Under the idea mooted**

by Chief Minister Manohar Lal Khattar in November 2016, the State government will use jails with surplus land as cow shelters.

“Each gaushala, depending on the space available, will have at least 400 abandoned and stray cows and 200 milk producing cows. The first such gaushala will come up inside Karnal jail by the middle of this year. Jails in Ambala, Jind, Bhiwani, Sonapat and Rohtak are expected to follow suit. A government commission in Haryana tasked with protecting the sacred animal says it has earmarked \$1.5 million for buying 600 cows and constructing barns in six prisons across the state from next month. Inmates in six Haryana jails will be exposed to the “magical power” of cows under a radical rehabilitation programme on prison grounds. Prisoners would be steered away from a life of crime through the “cow therapy” programme. “Cows are part of the Hindu religion, and they have magical powers on those who care for her,” Fresh milk from the cattle would “cleanse” inmates through a programme. Prisoners would not only earn “punya” (redemption) by taking care of the cows, it may also lead to a change of heart. Prisons will also sell cow dung and urine from the prison farms to local markets. Foundation stone for first such “gaushala (cow shed) to be constructed at a cost of Rs. 2.63 crores was laid in District Jail karnal on May 3, 2018.

17 Haryana Prison Department to purchase cows - Haryana government press release January 16, 2018 and foundation laying ceremony in of “gaushala” in District Jail Karnal on May 3,2018—Indian Express May 4,2018 (p.5)

Human Trafficking in India: Some Thoughts

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Abstract:

Human trafficking is the third largest organized crime after drugs and the arms trade across the globe. Human trafficking is condemned as a violation of human rights by international conventions. Human trafficking is the illegal trade in human beings for the purposes of commercial sexual exploitation or forced labor: a modern-day form of slavery. The word “trafficking” includes the word “traffic,” which we often equate with transportation or travel. However, while the words look and sound alike, they do not hold the same meaning. Human trafficking does not require the physical movement of a person (but must entail the exploitation of the person for labor or commercial sex). Additionally, victims of human trafficking are not permitted to leave upon arrival at their destination. They are held against their will through acts of coercion and forced to work or provide services for the trafficker or others. The work or services may include anything from bonded or forced labor to commercialized sexual exploitation. The arrangement may be structured as a work contract, but with no or low payment or on terms which are highly exploitative. Sometimes the arrangement is structured as debt bondage, with the victim not being permitted or able to pay off the debt.

Keywords:

Trafficking, Women, Trade, Exploitation, Mysore

Background

UNESCO defines Human trafficking as “the recruitment, transportation, transfer, harbouring or receipt of persons, by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.”

Trafficking in persons — also known as **human trafficking** or modern slavery — is described by the U.S. Department of State as the “act of recruiting, harboring, transporting, providing

or obtaining a person for compelled labor or commercial sex acts through the use of force, fraud or coercion.”

According to the definition of the United Nations – “trafficking is any activity leading to recruitment, transportation, harbouring or receipt of persons, by means of threat or use of force or a position of vulnerability”.

Certainly, human trafficking is modern day slavery where human beings are subjugated by treating them like merchandise for profit. It is contrary to the basic faith of all societies that people everywhere merit to live in safety and dignity. Victims of human trafficking who

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comprise young children, teenagers, men and women are subjected to involuntary servitude and sexual slavery by force, fraud or coercion. Human smuggling, particularly of women and children has become a matter of serious national and international distress. Sources confirm that nearly 800,000 victims are yearly trafficked across international borders worldwide and around 150,000 of them within and around the borders of South Asia alone.

Of those 21 million individuals, about 68% are subjected to forced labor, while 22% are subjected to forced sexual exploitation. The remaining 10% are in forms of state-imposed forced labor — working in prisons under conditions that violate labor standards, or forced to participate in rebel armed forces. To put this in context, 12.5 million Africans were enslaved and taken to America during the transatlantic slave trade, which lasted from 1525 to 1866. Though the 21 million individuals actually represent a lower percentage of the global population than the time of the slave trade, it's still a staggering reality.

The fact is that after drug dealing and unlawful arms smuggling, human trafficking is the world's third largest organized crime, and growing by leaps and bounds. Commercial exploitation of the vulnerable sections of the society has led to massive growth of slave trade into a multimillion dollar business. According to the FBI(USA) , this organized crime generates \$9.5 billion in revenue each year. Globalization of the economy which means globalization of the sex industry, as it becomes an industry without borders. Large and small scale trafficking networks operate across borders, actively recruiting girls and women, especially from villages, city streets, and transportation centers. Hotels, airlines, and charter companies, often with direct and indirect government conspiracy and corruption, are involved in the trafficking of women for sex tourism (Agbu,2003).

It is reported that majority of trafficking victims are women and girls, who are especially vulnerable due to limited economic opportunities, illiteracy or low education, and low socioeconomic and cultural status. Victims come from all areas of Nepal, but most targeted are those in traditionally disadvantaged, marginalized groups such as the Dalit caste (untouchables) and Jajanti. However, victimization is spreading to advantaged groups and upper caste women as well. The Human Development Report (2004) estimates approximately 20% who are trafficked to Arab nations and other countries in Asia are under the age of 16. Most victims were lured with promises of better jobs in areas such as Dubai, or Saudi Arabia; other tactics include false marriages and proposals, force, and approaching indebted families to sell their daughters to pay their debts, sometimes under the guise of a dowry for a marriage now a days. Human trafficking, in general, has expanded to almost every state in India. Tamil Nadu leads with 9,701 cases over the past ten years, followed by Andhra Pradesh (5,861), Karnataka (5,443), West Bengal (4,190) and Maharashtra (3,628). These five states are a high source as well as destination areas of trafficking women and young girls to red-light areas; they comprise 70% of all reported cases of human trafficking over the past ten years (web sources).

The most vulnerable are women and girls who are illiterate or uneducated, involved in marginalized livelihoods, deserted by their husbands or families, victims of abuse and violence, and those from disadvantaged communities and extremely poor families. In the places of enslavement, victims are often imprisoned, followed with guards, routinely sexually and physically abused across different types of trafficking. Victims receive little or no pay for their work, work in dangerous conditions for extremely long periods of time, and are threatened physically and psychologically.

Victims are often held in debt bondage by their captors, which mean they are forced to pay off a debt for their families or transportation fee. Victims sometimes get away from their captivity through escape, rescue by police raids, or release by their captors when deemed too old to be profitable. There are different types in human trafficking 1. Sex trafficking, 2. Bonded labor 3. Forced labor 4. Child labor (Ghosh, 2009).

Majority of victims are poor, belong to the lower castes, illiterates and are immigrants to the Cities. Most of the parents are working in unskilled jobs. Hence their economic status is very low. There is a vital link between poverty and human trafficking. Some of the major social factors like caste, religion, gender, culture and traditional background also conjugate with the economic heterogeneity of the poor families of trafficked. In tune with their illiterate/semi-literate educational level on the one hand and largely non-skilled occupations and the consequent low-income levels on the other hand have largely affected these trafficked families.

Semi-orphan/ destitute condition appears to be one of the leading factors which led women to become commercial sex workers. Further, malnutrition, stressful work, alcoholism, unhealthy living condition, lack of social security and proper health care appear to have cut short the span of life considerably. The problem of human trafficking is deeply intertwined with the caste, class and gender factors etc. It is a clear manifestation of a depressed structural problem. The tender-aged girl children are victims of a vicious triangle of oppression related to caste, class and gender.

It is found that 95% of victims experienced physical or sexual violence during trafficking. According to a survey in case of India women are bought and sold with impunity and trafficked at will to other countries from different parts of India. These girls and women are sourced from

Tamil Nadu, Bihar, West Bengal, Rajasthan, Mangalore, Gulbarga, Raichur (Karnataka). It is found that these women and girls are supplied to Thailand, Kenya, South Africa and Middle East countries like Bahrain, Dubai, Oman, Britain, South Korea and Philippines. They are forced to work as sex workers undergoing severe misuse and mistreatment. These women are the most susceptible group in contracting HIV infection. Due to inexorable poverty and lack of unemployment opportunities, there is an increase in the voluntary entry of women into sex work.

Inarguably, poverty is a crucial contributing factor to the rise in human trafficking. At the heart of the problem also lie underdevelopment and unemployment. It needs no reiteration that a vast majority of trafficked women are from poor, landless families or dalit, adivasi and low caste communities. Girls from tribal areas and poor villages are most vulnerable to trafficking in sex trade as the need for money is high for their parents. This motivates them to sell their children for paltry sums without even caring for their security. There is also a strong connection between the problem of trafficking and the girl child who faces the higher risk of being sold at birth, living as we are in a gender biased society. Despite the magnitude of the problem of human trafficking, Karnataka has failed to show evidence of increasing efforts to tackle the menace. Though the government boasts of working for the uplift of these tribes and under privileged people, it has not reached the root cause of trafficking as the much touted development schemes are not reaching the poor and backward areas of the region.

The intense globalization of recent years has only aggravated the problem further. As long as masses continue to be marginalized and pushed to the walls, the girl child prostitution is bound to see an unending proliferation in Mysore city working to combat human trafficking on the legislators, nonprofit organizations and

surviving families have advocated for serious improvements in the ability of officials to protect victims of abductions, trafficking and exploitation.

Although there are insufficient data that report on the various issues of trafficking, evidence suggests that victims have a greater prevalence of illiteracy, homelessness, poverty, and social exclusion. Trafficked women have fewer resources, limited options, and increased vulnerability to violence and abuse than women who are not trafficked.

Conclusion

Trafficking both for commercial sexual exploitation and for non-sex based exploitation is a transnational and complex challenge as it is an organized criminal activity, an extreme form of human rights violation and an issue of economic empowerment and social justice. The trafficking of women and children causes untold miseries as it violates the rights and dignity of the individual in several ways. NGOs, child advocacy organizations, law enforcement groups, human rights activists and researchers, the media, religious organizations, governments,

and others should co-ordinate with the extent of the problem and the tragic reality of a generation of children being commodified, exploited, and victimized. Many NGOs selected by the Govt. to run short stay homes are ill equipped to cater to the rehabilitation needs of the trafficked. Lack of sound financial base, human resource come in the way of their being able to sustain the activities.

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Bioline

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Psychodynamics of Anxiety and Its Behavioural Manifestations amongst Police Officers

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Abstract:

Many people feel nervous or anxious when faced with a problem at work or while making an important decision. Everyone has anxiety from time to time, but chronic anxiety can negatively impact your quality of life. Anxiety disorders however are different and they cause distress that interferes with a person's ability to lead a normal life. This research review focuses on Anxiety amongst police personnel. A systematic search was conducted through electronic databases to identify relevant papers. Anxiety-related disorders affect a substantial portion of the workforce and therefore represent an important burden on health providers, caregivers and society at large. Policing is a highly stressful task. Stress and anxiety in policing brings about impairment in personal, physical, cognitive, emotional and social areas. Anxiety can complicate job performance and personal life. Review of literature says that there is a high prevalence of anxiety in the police officers and thus, they need to undergo adequate interventions.

Keyword:

Anxiety, Stress, Police, Interventions

Introduction

Perhaps due to the increasingly stressful nature of life in modern society, anxiety and anxiety disorders have become a prevalent mental health concern. The anxiety disorders resulting from such increased stress levels are the most prevalent form of the mental illnesses, causing significant distress and impairment of function (Hollander & Simeon, 2003). Chronic stress, the resultant elevated anxiety, and ultimately anxiety disorders have more than just psychological consequences. Encountering stressors can lead to anxiety, which is a normal human emotion.

Anxiety is a noticeable, psycho physiological emotional state that is most often characterized by

feelings of apprehension, fear or expectations of fear, worry, nervousness, and physical sensations arising from activation of the autonomic nervous system (e.g., increased muscle tension, elevated heart rate, sweating). When someone is dealing with chronic stress as a result of multiple stressors (e.g., financial concerns, work pressures and deadlines, relationship issues, lack of sleep, health concerns, juggling a busy schedule, poor dietary habits), he or she can begin to feel a need to be "on guard" all the time. In such instances, the person is experiencing clinical manifestations of anxiety, a feeling that goes beyond "normal" feelings of worry and fear. Anxiety is considered excessive or pathological when it arises in the absence of challenge or stress, when it is out of

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proportion to the challenge or stress in duration or severity, when it results in significant distress and when it results in psychological, social, occupational, biological and other impairment.

Anxiety: Definition, Symptomology and Anxiety Disorders

Stress is often described as being associated with anxiety. Stress is a process that puts the bodily systems under strain in order to cope with the environmental demands that bring about psychological and biological changes that could account for an illness (Cohen, Kessler and Gordon, 1995).

Anxiety is defined as the response to prolonged, unpredictable threat, a response which encompasses physiological, affective and cognitive changes (Davis et al., 2010). It is derived from the Latin “anxietas” (to choke, throttle, trouble and upset) and encompasses behavioral, affective and cognitive responses to the perception of danger.

Symptomatology

Anxiety is a psycho physiological phenomenon (i.e., it manifests with both psychological and physiological symptoms). One (and often several) of the following are used to characterize anxiety: (a) unpleasant feelings (e.g., sense of uncertainty, indecision, sense of dread, feeling burdened or overwhelmed, tenseness); (b) physical symptoms from elevated autonomic nervous system activation (e.g., increased muscle tension, elevated heart rate [HR], or autonomic hyperactivity); (c) altered cognitive processes (e.g., compulsions, persistent obsessions, or unsubstantiated uncertainties related to objects, activities, or situations); (d) altered behavior (e.g., avoidance of situations, restlessness); and (e) vigilance (constantly being on alert for danger or a problem). “Normal” anxiety

becomes pathological or clinical anxiety when the number and magnitude of the aforementioned symptoms increases and the degree of suffering and subsequent dysfunction disrupts normal activities. Using established criteria such as those found in the Diagnostic and Statistical Manual of Mental Disorders (DSM-5) or the International Classification of Diseases (ICD), a diagnosis of clinical anxiety is rendered when an anxiety response occurs in the absence of an eliciting event (with the exception of a specific phobia), and is disproportionate and unmanageable (American Psychiatric Association, 2000).

Anxiety scales may be used to assess sub-threshold anxiety symptoms like excessive worry and fear, chronic apprehension or somatic symptoms like dyspnea, chest pain, and tachycardia in individuals who are not diagnosed with a specific anxiety disorder. The Hamilton Anxiety Rating Scale (HAM-A) and the State-Trait Anxiety Inventory (STAI) are the two most commonly used scales to assess anxiety symptoms (Hamilton, 1959; Spielberger, 1970). State anxiety is defined as an unpleasant emotional arousal in face of threatening demands of dangers, thus a cognitive appraisal of threat in the present situation is important for the experience of this emotion. Trait anxiety on the other hand, reflects the experience of stable individual differences in the tendency to respond with state anxiety in the anticipation of threatening situations. Sub-threshold anxiety has been impaired in psychological and work functioning as well as increases in primary health care (Haller et al., 2014). It can also lead to increase of a range of comorbid conditions like mental health distress, pain and somatic disorders or worsen the course of these conditions (Haller et al., 2014).

Anxiety disorders are the most common type of psychiatric disorders. Many patients with anxiety disorders experience physical symptoms related to anxiety and subsequently visit their primary care providers. Despite their prevalence

rates, they are often under recognized and undertreated.

Based on the current DSM-V (Diagnostic and Statistical Manual of Mental Disorders 5th Edition), the nine disorders under Anxiety Category are as follows:

- *Separation Anxiety Disorder:* It is an anxiety disorder by which an individual faces excessive anxiety when it comes to separation from home or from people with whom that individual has a strong attachment emotionally (like parent, caregiver, sibling or significant other). It is most common in infants and small children, although it may pathologically manifest in older children, adolescents and adults.
 - *Selective Mutism:* It is characterized by a consistent failure to speak in social situations in which there is an expectation to speak (for example, school), or failure to speak to specific people (like teachers) even though that individual speaks in other situations. Such people stay silent, even when the consequences of their silence include shame or punishment.
 - *Specific Phobia:* Individuals with this disorder are fearful or anxious about or avoidant of specific objects or situations. The anxiety maybe triggered both by presence and the anticipation of the specific object or situation There are various types of specific phobias: animal (dogs, cats, snakes, etc), natural environment (fear of water, heights or aging, etc), blood-injection-injury (this means fear of medical procedures, like injections), etc.
 - *Social Anxiety Disorder:* The individual is fearful or anxious about or avoidant of social interactions and situations that involve the possibility of being scrutinized.
- These include social interactions such as meeting unfamiliar people, situations in which the individual maybe observed eating or drinking and situations in which the individual performs in front of others. The cognitive ideation is being negatively evaluated by others, being embarrassed, humiliated, and rejected or offending others.
- *Panic Disorder:* The individual experiences recurrent, unexpected panic attacks and is persistently concerned or worried about having more panic attacks. There is avoidance of places by that individual where attacks have occurred in the past.
 - *Agoraphobia:* Individuals with this anxiety are fearful and anxious about two or more of the following situations: using public transportation, being in open spaces, being in enclosed spaces, being in a crowd or being outside of the home alone in other situations. Being in these situations, may result in a panic attack.
 - *Generalized Anxiety Disorder (GAD):* This is a disorder which is characterized by excessive, uncontrollable and often irrational worry, that is, apprehensive expectation about events or activities. Such individuals are overly worried about everyday matters like interpersonal issues, health issues, death, money, etc.
 - *Substance/Medication- Induced Anxiety Disorder:* This means anxiety due to substance intoxication or withdrawal or to a medication treatment.
 - *Anxiety Due to another Medical Condition:* The anxiety symptoms are the physiological consequence of another medical condition like endocrine does (hypothyroidism), cardiovascular disorders (congestive heart failure), respiratory illness (asthma) etc.

Obsessive-compulsive disorder, acute stress disorder and Post-Traumatic Stress Disorder are no longer considered anxiety disorders. However, they are closely related to anxiety disorders.

The lives of those with the most with the most severe forms of anxiety can become completely dominated by their condition, meaning, they find it difficult to relax or maintain their daily functioning.

Anxiety and police: Causes and Consequences

The police as an organization is basically omnipresent in the society. They are responsible for the maintenance of the Law and Order of the country.

Police stress has been associated with mental and physical health problems like cardiovascular disease, anxiety, depression, Post-Traumatic Stress Disorder and also maladaptive and anti-social behavior such as problematic drinking and hyper-aggressiveness and violence, both on and off the job (Collins and Gibbs, 2003). Despite the growing awareness of stress-related problems among police officers and ongoing efforts to address this issue, psychological and physical problems in policing continue to grow at an alarming rate (Collins and Gibbs, 2003).

Several studies have revealed that depression, anxiety and stress tend to produce several negative consequences in the workplace such as decreased performance and satisfaction. The outcomes of depression, anxiety and stress are also associated with negative outcomes in other aspects of life, like general satisfaction, quality of life, social interactions, decreased performance on job, decreased satisfaction in the work environment and poor interpersonal skills (Davies et al., 1995). Traditionally, it was believed that stress, anxiety and depression were

separate constructs with varying etymologies and symptoms. However, it's been seen that there are associations between all three of them. Anxiety can lead to impairment in memory, awareness, reasoning, judgment, comprehension, attention, perception, decision-making, planning, inhibitory control, in short cognition (Robinson et al., 2013). Anxiety is highly associated with poor physical health. Anxiety problems are more amongst cardiovascular patients, people with anxiety have been found to be at a higher risk of coronary heart disease, also gastrointestinal problems, arthritis, migraines, allergies and thyroid disease. People with anxiety disorders are more likely to develop high blood pressure and studies have also found that there exists a relationship between anxiety and reduced white blood cell function, a sign of immune system weakness. (Livermore et al., 2010). Anxiety is also seen to be associated with poor lifestyle choices like smoking, drinking too much alcohol and a poor diet (Mental Health Foundation, 2013).

Policing is considered as the most psychologically dangerous profession worldwide as the officers are frequently exposed to various traumatic situations ranging from the areas to themselves and their colleagues, to witnessing riots, injuries or death of citizens, bombings, shootings, criminal activities and often fatal shootings of perpetrators. They are required to operate in situations of conflict, apprehend violent criminals and face hostile members of the public and deal with the inevitable political pressures of public life. It has been documented that prolonged exposure to insecure and unpredictable environments may raise the levels of death anxiety and this anxiety can lead to eating and anxiety disorders. It is seen that generalized anxiety disorder and death anxiety share similar characteristics, negative emotions with worry, distress, insecurity, tension, and uneasiness, whether directed to the threat of

death or more dangers (Sjoberg, 2005). Police work is characterized by sudden events, major and minor crimes and actions, and injuries associated with traffic accidents (Sjoberg, 2005). Fear related to death is found to be highly related with burnout and less perceived internal control in police systems (Hart, Wearing and Headey, 1995). People with internal locus of control had greater work satisfaction, job commitment, involvement and lower levels of emotional distress, superior physical health and less occupational stress and personal fluctuations in mood states (Forbes and Wainwright, 2001). A study was done by Samreen and Zubair (2013) to identify the relationship between belief in personal control and death anxiety among police personnel. Results stated that those who perceived of having high belief in personal control were associated with less death anxiety than those who had external locus of control.

Anxiety in police personnel can exist due to work-place. Factors like job content, which include the monotonous nature of work, lack of stimulation in the work, scarcity of variety, etc; long and inflexible working hours as well as lack of control over process can put any policeman to anxiety. There is also high anxiety about insecurity of the job, lack of job promotion opportunity, poor payment method, role conflict in the organization, inadequate personal relationships with the colleague. A study found out that police officers with high job demands have been found to have high risk of developing generalized anxiety disorder compared to officers with low job demands, thus high psychological job demands can lead to anxiety disorders (Plaisier et al., 2007). Increased accountability of any act within their area of jurisdiction, political interference, fear of explanation of any irresponsibility on the part of subordinates, lack of communication and co-operating from other departments result in unresolved frustrations and personal conflicts and can also lead to greater

levels of anxiety among officers (Xavier and Prabhakar, 2013).

A research study was done by Acquadro, Zedda and Varetto (2018) in India where results reported that Outdoor Patrol Officers had higher anxiety levels than Indoor Patrol Officers. Anxiety caused by distress affects the perceptions of efficiency in relation to the task performed within the organization, the biggest risk is emotional exhaustion.

Death or injury of a fellow officer in the line of duty and response to threat of terrorism can lead to anxiety. The effects of routine police stressors along with exposure to critical incidents or traumatic stressors can result in physiological, psychological and behavioral problems, such as spousal abuse, aggression and increased use of alcohol (Gershon et al., 2009).

The most important thing about handling stress and anxiety is the coping mechanism one adopts. Police officers using maladaptive coping skills, or who fail to interpret work-related events accurately and react in a rational manner will experience chronic long-term stress and anxiety. This will result in burnout, reduced motivation, poor performance and eventual drop out from police profession. A study was done by Gershon and his colleagues (2009) to assess the outcomes of police work and results showed that to deal with stress, officers used problem-solving strategies like making a plan of action and flowing through, drawing on past experiences and talking to family members of professionals when they feel stressed. Commonly used avoidance and negative strategies include: acting as if nothing was bothering them, smoking or drinking more than usual, yelling at people. But, male officers, most of them, relied far less on spiritual guidance and on consulting spouse or other family members and friends. Psychological symptoms were also found high, like post-traumatic stress disorder, burnout, depression, anxiety, and even

suicidal ideation. Thus, psychological symptoms were highly associated with work stress.

Interventions for tackling anxiety

Police officers sometimes view themselves as immune to stressful events and are sometimes reluctant to seek mental health services. They feel that it indicates weakness and may also not be attractive to the socio-economic class of people who often become officers. They also worry about confidentiality and possible threats to their job security. Hence, awareness must be given for seeking mental help. Although anxiety can be a debilitating condition, it can be handled.

Cognitive-Behavioural Therapy (CBT) is one of the most used models for dealing with anxiety. The cognitive component helps people to identify and avoid thoughts that generate anxiety and the behavioural part helps them to learn how to react differently to anxiety-provoking situations. This can help the officers to understand the link between negative thoughts and mood and how altering their behaviour can enable them to manage anxiety and feel in control. CBT involves some combination of relaxation training, thought restructuring, psychological education, and changing behavioural responses to anxiety-provoking situations. Many studies have shown how CBT has helped in identifying anxious thoughts and beliefs, showing the relationship between physical symptoms, thoughts, emotions and behavior with training on how to deal with them, thus, focusing on recognizing distorted thinking and learning to replace it with more realistic substitute ideas. It has specially worked wonders with Post-Traumatic Stress Disorder stricken officers (Dobson, 2009).

Stress-Inoculation Training (SIT) is another flexible intervention for handling anxiety. The primary goal in SIT is to increase the patient's sense of mastery over their anxiety, and to "inoculate" patients against future episodes

of pervasive anxiety and stress. Treatment therefore focuses primarily on skills training in a vast array of anxiety-management strategies such as breathing retraining, muscle relaxation, negative-thought stopping, and restructuring/challenging maladaptive cognitions. Relaxation skills are trained and practiced in sessions using techniques such as behavioral rehearsal and imagery, modeling, and role-play. As treatment progresses, anxiety management strategies are practiced in the context of increasingly challenging and anxiety-provoking situations. Mastering the use of anxiety management skills in stressful situations is viewed as producing "inoculation" against future problems (Meichenbaum, 1975).

Mindfulness Behavioural Therapy (MBT) is a variation of CBT. It focuses on changing the relationship between the anxious person and his or her thoughts, rather than changing the thoughts themselves. Using meditation and other similar techniques, it helps people to experience the world in the "here and now". It does this by addressing the bodily symptoms experiences when someone is anxious, but rather than avoiding or withdrawing from these feelings, he or she remains present and fully experiences them and thus, he or she is able to observe their reactions in a different, neutral manner. Thus, MBT has a strong positive effect upon mood and symptoms of people with anxiety symptoms and disorders (Hoffman et al., 2010). Research has found that MBT helped dealing with difficulties in emotional regulation, fatigue and sleep disturbance and, improved resilience mental and physical health (Christopher et al., 2016).

Psychotherapy is an intervention which works well with anxiety. It works through reflection, detailed discussion, paying attention to language and developing communication skills, interpretation and the skilful navigation of emotional suffering. Psychotherapy cultivates understanding of the meaning of our experience

of the world, how we act and what happens to us and how this leads to painful problems. This intervention addresses the underlying reasons for anxiety. There are breathing exercises, mindfulness and meditation practices that all can help.

The ability to tackle negative emotions is integral for maintenance of mental health and well-being as officers are routinely exposed to dangerous situations triggering stress, anxiety and anger. Thus, training in emotional regulation methods like identifying specific emotion-regulation difficulties and addressing them by various mediums like muscle relaxation, breathing relaxation, acceptance and tolerance emotions etc, can help in effectively coping with negative emotions (Berking, Meier and Wupperman, 2010).

One of the most frequently cited reasons for anxiety is unused energy. The body was made to move and unfortunately when it doesn't move, it creates tension. Physical activity is any activity that contracts muscles and expends energy and can include work or household or leisure activities. Thus, swimming, walking, running, dancing, rhythmic exercises (jumping the rope for example), cycling, etc are beneficial. Scientists have found that regular participation in aerobic exercise has shown to decrease overall levels of tension, elevate and stabilize mood, improve sleep and improve self-esteem. About 5 minutes of aerobic exercise can begin to stimulate anti-anxiety effects (Wang et al., 2014). Exercise also tires the body enough that it becomes easier to sleep with anxiety-something that many anxiety sufferers struggle with. Sleep is crucial for anxiety management.

Identifying mechanism that make individuals less vulnerable to stressors is important. Active and instrumental coping strategies (like gaining social support) have been associated with good adaptation to traumatic stress while more passive

or avoidant strategies (like excessive alcohol and drug intake) are often considered as maladaptive, negative coping strategies. Thus, use of good coping strategies are associated with a reduced risk of general psychological distress which can therefore be regarded as a protective factor against anxiety and organizational distress.

With regard to improving police officers coping skills, programs should be tailored to fit the specific needs of a police department. A sensible approach would involve the following three major components (He, Zhao and Archbold, 2002):

- Assessment of police officers' physical and psychological stress which includes identifying both internal and external stressors
- Monitoring police officers' adaptive and maladaptive coping skills
- Effective use of appropriate intervention strategies such as peer counseling

Pharmacological Interventions have been found to be effective at improving quality of life by reducing symptoms of anxiety for some patients. Anti-anxiety drugs like Benzodiazepines — clonazepam (Klonopin) and alprazolam (Xanax) — were developed to relieve anxiety. They act rapidly and have few side effects except occasional drowsiness. But they are not recommended for long-term use, because patients develop tolerance and require increasing doses. Antidepressants have the advantage of relieving depression as well as anxiety, and they are believed to create less risk of dependence and abuse. Beta blockers can help relieve the symptoms of acute anxiety by slowing the heart rate and reducing blood pressure.

A study done in Germany (Santa et al., 2018) showed that social support by colleagues, shared values and positive leadership are the job resources that are negatively associated with depression and anxiety among police officers.

Most importantly, making lifestyle changes will help those suffering from stress and anxiety lead healthier, more productive lives. For starters, experts suggest removing all distractions from the bedroom and aiming for seven to eight hours of sleep each night. Taking televisions and tablets from the bedroom, and avoiding screen time for two hours before bedtime is important, to encourage the production of melatonin, the hormone responsible for drifting off to sleep.

Conclusion

We all experience stress differently. Some describe it as feeling overwhelmed or worried, while others describe it as simply feeling worn down. Stress affects people of all ages, genders, and classes, though some are more affected than others. Stress can be looked at in terms of external and internal stressors. External stressors are sources of stress that we are aware of around us, these can include traumas, life experiences or simply daily hassles. Internal stressors are the sources of stress that are inside us and are often the most common sources of stress. They are the thoughts and feelings that pop into your head and cause you to feel uneasy, these can include unrealistic expectations, uncertainties, low self-esteem and apprehensions.

If stress remains heightened, it could boost anxiety. Anxiety can be a reaction to stress, or it can occur in people who are unable to identify significant stressors in their life. As an everyday emotion, anxiety – the “fight or flight” response can be good thing, prompting us to take extra precautions. But, when anxiety persists in the absence of a need to flight or flee, it can interfere with our daily functioning.

Anxiety can be defined as a set of physiological and behavioral responses that protect individuals from danger. Nevertheless, it is also defined as an unpleasant, subjective state of vague and diffuse apprehension that is often accompanied

by physical sensations, like sweating, muscle tension, tremors, etc.

In a study of 26 occupations, police work was identified as one of the most stressful jobs, indicated by lower than average scores on physical health, psychological well-being and job satisfaction (Johnson et al., 2005). Police officers in the performance of their duties face a range of potentially stressful situations and events. These have the capacity to cause significant personal distress. Workload is severe and insufficient remuneration and disrespect from the society can be seen as sources of anxiety, along with a number of factors.

Regular police training focuses predominantly on the technical, tactical and physical aspects of performance and largely neglects the role of psychological factors like stress and anxiety. Tailored training courses and support programs could be useful and effective tools for preventing stress and anxiety before it becomes chronic. A better understanding of police anxiety may provide opportunities to develop better training course to improve stress management skills. These courses may increase officers’ abilities to cope with psychologically laborious situations (like self-efficacy enhancement programs) and the severe psychological distress that can undermine social functioning like trauma-focused cognitive behavioral therapy (Acquadro, Varetto, Zedda and Leraci, 2015). Most importantly, training courses in dealing with police anxiety should consider gender, role and type of work.

Research evidence shows that integration of physical and mental health promotion in the workplace is highly efficient. For example, studies on weight loss studies showed its effectiveness in reducing depression and physical activity interventions thus often demonstrate mental health benefits (Blaine, Rodman and Newman, 2007). The reverse can also be true with mental health interventions that show a positive impact

on physical health: aerobic and weight-training exercise and behaviour modification, acceptance and commitment therapy for enhancing coping and innovation promotion program in which individuals identify and change causes of occupational strain motivational intervening based on health coaching, and stress management program using cognitive behaviour therapy (Martin, Sanderson and Cocker, 2009). Thus, a broad range of health promotion interventions appear to be effective.

A police officer who can confidently and effectively handle problematic situations might be less prone to the bodily and psychological breakdowns which follow prolonged exposure to stress and anxiety. Hence, officers should be trained with effective coping skills and approaches.

There must be greater flexibility in accommodating police officers professional and personal and family needs. In more practical terms, efforts need to be made to actively solicit input from both police officers and their family members. Police stress training sessions must be done, targeting work-family conflict with involvement of both police officers and their spouses or significant others.

Suicidal ideation refers to thoughts that life isn't worth living, ranging in intensity from fleeting thoughts through to concrete, well thought-out plans for killing oneself or a complete preoccupation with self-destruction. Police suicide in India is a problem that many law enforcement agencies face. The problem is often ignored, misunderstood, misrepresented and under research. The reason can be many: psychological symptoms mainly like stress, anxiety, low self-esteem, frustration, depression, family problems (Sekhri, 2015). They have no breaks, no vacations, and no weekends and have to work in all weather conditions. Thus, regular counseling and screening for mental

health problems is required counseling should be given specially on dealing with stress and anxiety. Workshops, talks, yoga and some meditational classes can be taken up with them to control their anger and channel any negative emotion in a healthy manner. Stress inoculation training also can help in promoting and cultivating resiliency among individuals exposed to multiple occupational stressors. Police peer support programs can help in seeking and addressing work-related stress among officers. It is advisable for police departments to continue to find opportunities to improve the work environment of officers and find new and effective mechanisms for addressing stressors in policing. Innovative strategies like provision of peer counsellors, making structural administrative changes, marriage counseling for married officer and couples, adding diversity programs, adding critical incident management programs, should be done.

Some police officers are extremely shy in seeking professional help for the fear of being viewed as weak by fellow officers. Therefore, recommendations should be made regarding helping police officers with anxiety and provision of support for them living with anxiety, without any stigma.

Police work is quite stressful, hence, special attention needs to be paid. Necessary multidisciplinary interventions should be planned and regular monitoring must be carried out as it has a great impact on the health of the personnel who look after the law and order of the society.

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Role of Community Policing in Crime Prevention against Children, Women and Senior Citizens

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Abstract:

Violent crimes against children, women and senior citizens are increasing with each passing year in India. In spite of appreciative work done by our Indian Police force, crime rate is increasing. A matter of serious concern, hence an urgent need to address it. Do we need multi-sectoral strategy to solve it? Community policing is a good example of multi-sectoral collaboration for empowering citizens to combat and prevent violence and harassment. Instead of simply leaving it to the police force, community policing revolves around a philosophy that the entire community can help by taking measures to prevent crime. Need is to establish partnership amongst different agencies; municipal agencies, corporate houses, individual citizens, non-profit groups and the media in order to design and develop methods to police the community. These organizations work together to address criminal matters and reduce crime. Through this paper an attempt has been made to understand community policing, its historical background, operational process, results and suggested steps.

Keywords:

Community Policing, multi-sectoral collaboration, Neighbourhood, accountability, alienation, responsiveness

Introduction

The number of violent crimes especially those against children, women and senior citizens that are reported in official statistics (National Crime Records Bureau) is increasing with each passing year in India. Crime causes social, economic, health and psychological effects on victims and society at large. Such serious crimes are a matter of concern and social problem that directly reduce the quality of life of the individuals and the community (O'Block RL, Donnermeyer JF, Doeren E, 1991). To respond to this problem, societies have developed the polity as an institution where the police, among others, are recruited, trained and deployed and the primary

function of police is concerned with preventing crime and catching criminals (Morgan JB, 1996). Traditionally, however, the maintenance of law and order in any society has usually been the exclusive role of conventional police and other law enforcement agencies. During those days, the police not only faced difficulty in tackling crime but was also criticized for unfriendly nature of relationship with members of the public. This has generated interest among scholars. Palmiotto¹, for example, stated that the police cannot succeed in solving or preventing crime without the assistance of the community. Thus to prevent crime successfully there must be community partnership and involvement.

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It was in reaction to this development that the concept of community policing was introduced (Mulugeta E* and Mekuriaw D, 2017).

Many police departments throughout the western, developed world have changed their emphasis from an almost exclusive focus on crime control to problem-solving (Goldstein, 2003). This transformation process has led the police to become more consultative with community members and stakeholders. It adopted a variety of new approaches to policing under the auspices of community-oriented policing (Skogan & Hartnett, 1997). There is also a growing body of scientific evidence to suggest that, contrary to the performance of policing during the professional/reform era, the police can be effective at reducing crime problems when they adopt the key principles of community-oriented policing (Sherman & Eck, 2002; Weisburd & Eck, 2004). There is evidence of the success of community-oriented policing practices including: foot patrols (Trojanowicz, 1986); directed patrols in crime hot spots (Koper, 1995; Sherman & Weisburd, 1995); specific deterrence for some categories of offenders such as employed domestic batterers (Sherman & Berk, 1984); proactive arrests particularly for traffic and disorderly conduct (Katz, Webb, & Schaefer, 2001); drug market crackdowns (Kleiman, 1988); drink-driving road blitzes (Homel, 1993); and problem oriented policing (Braga et al., 1999). Additionally, some elements of community-oriented policing activities such as door-to-door visits (Laycock, 1991) and neighborhood watch (Bennett, Farrington, & Holloway, 2009) are clearly effective. Bayley (1994) uses the CAMPS acronym to describe community-oriented policing: consultation with citizens on crime problems; adaption of organizational structures from being controlled centrally to being decentralized; mobilization of police to include citizens in crime prevention and reduction initiatives; and the adoption of a

problem-solving approach to crime control and prevention.

Similarly, Kelling and Moore (1988) identify seven major characteristics of community-oriented policing: (1) the source of authority in community oriented policing stems from the community; (2) the primary function of community-oriented police agencies is to create balance between crime control, crime prevention and problem solving; (3) the organizational design of agencies adopting community-oriented policing is decentralized, task-oriented and uses matrix structures to prevent and respond to crime problems; (4) the relationship to the external environment is consultative, where the police defend values of law and professionalism, but listen to community concerns; (5) agencies adopting the community-oriented policing approach channel demand for police service through analysis of underlying problems rather than via emergency calls; (6) foot patrols and problem solving predominate as the preferred tactics and technology of community-oriented police agencies; and (7) organizational performance is measured by quality of life outcomes and citizen satisfaction, not by the number of arrests or other indicators of crime control (Skogan & Hartnett, 1997).

Looking at Official Statistics: Crimes against Children, Women and Senior Citizens

When we look at official statistics on violent crimes in India, we find an increasing rate of such incidences in general and against children, women and senior citizens in particular. NCRB data is a testimony to it, as discussed below.

Crime against Children

The National Crime Record Bureau suggests that there is a rise in crime against children since 2009. The number of incidents rose from

1. Michael J. Palmiotto, Ph.D. is a retired professor of Criminal Justice in the School of Criminal Justice. He is a former police officer in New York State and has experience in establishing and operating a Police Training facility.

24,203 in 2009 to 92,172 in 2015, resulting an increase of almost 300% in a span of six years. The deeper analysis shows that in crime rate a substantial increase has taken place between 2009 and 2015 due to marriage of minor girls, kidnapping and abduction and selling of minors

for prostitution. This includes both trafficking within the country and cross border trafficking. The estimate indicates that over 60 per cent of total human trafficking is of the children². The table below mentions statistics on crimes against children during 2014 to 2016

Crime Head	Crime Incidence			Crime rate			Percentage Variation	
	2014	2015	2016	2014	2015	2016	2014-2015	2015-2016
Total Crime against Children	89,423	94,172	1,06,958	20.1	21.1	24.0	5.3%	13.6%

Source: National Crime Records Bureau data 2016.

In percentage terms, major crime heads under 'Crime Against Children' during 2016 were kidnapping & abduction (52.3%) and cases under the Protection of Children from Sexual Offences Act, 2012 (34.4%) including child rape. Maximum numbers of cases under crime against children were reported in Uttar Pradesh, Maharashtra and Madhya Pradesh, (15.3%, 13.6% and 13.1% respectively).

Crime against Women

Crime against women has been a curse of

India's development efforts. With evil customs like sex being a taboo in India, Sati, and Dowry, and the overall lower status of women further aggravates these crimes. Crime statistics show a sharp number of crimes registered under 'Cruelty by Husband and his Relatives'. Incidents of rape (and other crimes against women) have risen sharply over the last few years. The National Crime Records Bureau data reflect how incidents of rapes have gone up by 12-15%, while other crimes have risen by 3-5%. The table below mentions statistics on crimes against women during 2014 to 2016.

Crime Head	Crime Incidence			Crime Rate			Percentage Variation	
	2014	2015	2016	2014	2015	2016	2014-2015	2015-2016
Total Crime against Women	3,39,457	3,29,243	3,38,954	56.6	54.2	55.2	-3.0%	2.9%

Source: National Crime Records Bureau data 2016.

Majority of cases under crimes against women were reported under 'cruelty by husband or his relatives' (32.6%) followed by 'assault on women with intent to outrage her modesty' (25.0%), 'kidnapping and abduction of women' (19.0%) and 'Rape' (11.5%). Uttar Pradesh reported 14.5% (49,262 out of 3,38,954 cases) of total cases of crimes against women followed by

West Bengal (9.6%- 32,513 cases) during 2016. Delhi UT reported the highest crime rate (160.4) compared to the national average rate of 55.2.

Crime against Senior Citizens

With declining fertility, coupled with increase in life expectancy, the number of older persons

2. Indo- Asian News Service, Kolkata, Nov 25, 2017.

in population of India is expected to increase more than double from 71 million in 2001 to 173 million by 2026. Normally, males outnumber females in total population. But among population of senior citizens, the reverse is true. Population of metros is large. Functional disabilities, financial insecurity and sickness

characterise population of older persons. These characteristics make senior citizens highly susceptible to crime and elder abuse and render their plight miserable. The table below mentions statistics on crimes against women during 2014 to 2016-

Crime Head	Crime Incidence			Crime rate			Percentage Variation	
	2014	2015	2016	2014	2015	2016	2014-2015	2015-2016
Crime against Senior Citizens	18,714	20,532	21,410	18.3	20.0	20.6	9.7%	4.3%

State/Union Territory wise comparison revealed that the maximum number of cases under crime against senior citizens were reported in Maharashtra (4,694 cases) followed by Madhya Pradesh (3,877 cases) and Tamil Nadu (2,895 cases), these States/UT accounted for 21.9%, 18.1% and 13.5%, of total such cases respectively.

What can be the effective way to prevent crime?

Citizens have a right of a violence free life. An effective police system along with the society which is aware can play an important role in addressing the issue. Multi-sectoral response is an effective way to deal with it and community policing is a good example of multi-sectoral collaboration for empowering citizens to combat and prevent violence and harassment. Instead of simply leaving it to the police force, community policing revolves around a philosophy that the entire community can help by taking measures to prevent crime. Need is to establish partnership amongst different agencies; municipal agencies, corporate houses, individual citizens, non-profit groups and the media in order to design and develop methods to prevent crime. These organizations work together to address criminal matters and reduce crime.

What is Community Policing?

Community policing, or community-oriented policing, is a strategy of policing that focuses on building ties and working closely with members of the communities. A formal definition states that Community policing is a philosophy of full service personalized policing, where the same officer patrols and works in the same area on a permanent basis, from a decentralized place, working in a proactive partnership with citizens to identify and solve problems (Bertus, Ferreira., 1996).

Community policing is a paradigm shift established at the foundation of community partnership in creating safe and secure environment for all. It is policing whereby the people take active part in their own affairs; the police are not seen as a problem or stranger whose presence stands for danger but as partners. This fact indicates the need to involve the community, the local government and the police to work together to prevent crime. The central goal of community policing is that the police create partnerships and strategies for preventing crime and disorder (Brown, L. and Wycoff, M.D. 1987). Although community policing mostly targets low-level crime and disorder, the **Broken Windows Theory** proposes that this can reduce more serious crime as well

(William Bratton, George Kelling, December 2014). Broken windows theory is an academic theory proposed by James Q. Wilson and George Kelling in 1982 that used broken windows as a metaphor for disorder within neighbourhoods. Their theory links disorder and discourteousness within a community to subsequent incidences of serious crime.

Difference between Community Policing and Traditional Policing

The goal of traditional policing is to protect law-abiding citizens from criminals. They do this by identifying and detaining criminals while gathering enough evidence to convict them. Traditional beat officers' focus on duty is to respond to incidents swiftly, and clear emergency calls. Due to their busy duties many officers only have time to respond to and clear emergency calls. This type of policing does not stop or reduce crime significantly; it is simply a temporary fix to a chronic problem (Harry W., 1992).

In contrast, main goal of community policing is to assist the public in establishing and maintaining a safe, orderly social environment. While detaining criminals is one important goal of community policing, it is not necessarily the most important goal. Community policing is concerned with solving the crimes along with the community. The most effective solutions include coordinating police, government resources, citizens, and local business by addressing the problems affecting the community (Bertus, Ferreira, 1996). They get in touch with the community in a variety of ways, including polls or surveys, town meetings, call-in programs, and meetings with interest groups. They use these strategies to understand what the community wants out of its police officers and what the community is willing to do to solve its crime problem.

A lack of community support and working in a larger populated community is associated with an increased sense of alienation and a greater degree of inactivity among police officers (Pogrebin, 1987). An increased sense of alienation results in a greater degree of negative feelings among police officers. The more police officers feel socially isolated from the community they serve, the more they withdraw and the more negative they feel towards its citizens (Ankony 1999). Community policing addresses the issue of community alienation amongst police officers. Community policing requires departments to place decision-making and discretion in the

Community Policing: Historical Development and Global Practices

Most often community policing is treated as a departure from "traditional policing". However, the ideology behind community policing was first discussed during the birth of modern policing. When Sir Robert Peel founded **London's Metropolitan Police in 1829**, the nine **Peelian Principles** were published to outline how it should work. Peel's principles state that the central mission of the police is "to prevent crime and disorder", and that they are an alternative to "repression by military force". They stress that the police need to gain the respect and willing cooperation of the public and warn that use of excessive force is harmful to this aim. Modern police reformers have described the Peelian Principles as being relevant in the present day, with William Bratton calling them "my bible" (Sir Robert Peel's Nine Principles of Policing, 2014)

In the early 20th century, the rise of automobiles, telecommunications and suburbanization transformed policing. Police forces moved to using a reactive strategy, focusing on answering to emergency calls as quickly as possible and

relying on motor patrols at other times to deter crime (Kelling, George L., Mary A. Wycoff, December 2002). Some police forces such as the **Chicago Police Department began rotating officers** between different neighbourhood as a measure to prevent corruption (Chicago Chooses Criminologist to Head and Clean Up the Police, 1960). Foot patrols had become rare, and a study by the US-based Police Foundation suggested that this caused the police to become isolated from their communities. The Kansas City preventive patrol experiment provided evidence that aimless motor patrols were not a visible or effective restraint to crime (Newark Foot Patrol Experiment, 1981). The Experiment began in 1972 and continued through 1973, it was administered by Kansas City Police Department and evaluated by the Police Foundation. Patrols were varied within 15 police beats. Routine preventive patrol was eliminated in five beats, labelled “reactive” beats (meaning officers entered these areas only in response to calls from residents). Normal routine patrol was maintained in five “control” beats. In five “protective” beats, patrol was intensified by two or three times the norm. Interestingly, citizens did not notice the difference when the level of patrol was changed. Furthermore, increasing and decreasing the level of police patrol had no impact on resident and commercial burglaries, auto thefts, larcenies involving auto accessories, robberies, or vandalism-crimes traditionally considered to be prevented by random, highly visible police patrol. (<https://www.policefoundation.org/publication/the-kansas-city-preventive-patrol-experiment/>).

In 1984, the **Office of Justice Programs (OJP)** was created to provide Federal leadership in developing the Nation’s capacity to prevent and control crime, administer justice, and assist crime victims (US Department of Justice 2001) in USA. OJP pursues its missions by forming partnership with other Federal, State, and local

agencies as well as national and community-based organizations to develop, operate, and evaluate a wide range of criminal and juvenile justice programs. OJP is dedicated to comprehensive approaches that empower communities to address crime, break the cycle of substance abuse and crime, combat family violence, address youth crime, hold offenders accountable, protect and support crime victims, enhance law enforcement initiatives, respond to terrorism, and support advancements in arbitration. OJP also works to reduce crime in *Native-American communities, enhance technologies within the criminal and juvenile justice system, and support State and local efforts through technical assistance and training.*

Operational Method of Community Policing

Common methods of community-policing include: encouraging the community to help prevent crime by providing advice, giving talks at schools, encouraging neighbourhood watch groups, and a variety of other techniques, increased use of foot or cycle patrols, increased officer accountability to the communities they are supposed to serve, creating teams of officers to carry out community policing in designated neighbourhood, clear communication between the police and the communities about their objectives and strategies, partnership with other organisations such as government agencies, community members, non-profit service providers, private businesses and the media and decentralizing the police authority, allowing more discretion amongst lower-ranking officers, and more initiative expected from them (Watson, Elizabeth M, Alfred R Stone and Stuart M DeLuca, 1998).

Many community-oriented police structures focus on assigning officers to a specific area called a “beat”²⁴ and having those officers

become familiar with that area or beat through a process of beat profiling. The officers are then taught how to design specific patrol strategies to deal with the types of crime those are experienced in that beat (Watson, Elizabeth M, Alfred R Stone and Stuart M DeLuca. 1998) These ideas are implemented in a multipronged approach using a variety of aspects, such as broadening the duties of the police officer and

individualizing the practices to the community they are policing; refocusing police efforts to face-to-face interactions in smaller patrol areas with an emphasized goal of preventing criminal activity instead of responding to it; solving problems using input from the community they are policing; and, finally, making an effort to increase positive interactions with police (Cordner, G. W., 2010).

State Models of Community Policing

<p><i>The British Model of Community Policing</i></p>	<p>The UK is often considered the home of community policing, linked to Sir Robert Peel's enunciation of the concept in 1829. In fact, ideas of Community Oriented Policing (COP) in Britain can be traced back further to the policing role of the Tythingman some 800 years ago, who was an elected community member responsible for tax collection and law enforcement and considered by some to have been the first community constable (Brogden and Nijhar 2005). However, it is Peel's ideas that are more regularly associated with COP, focused on making policing more accountable to the people, involving foot patrols and close police community relationship. But by the 1960s these elements had been marginalised; a greater emphasis was placed upon the development of a professional, bureaucratic, specialised, and technologically advanced force which focused on law enforcement. In this context, police-community relationship diminished. However, increasing crime rates, and the militarised-style policing of public disorder in the 1980s – particularly in the heavy-handed response to race-related riots – led to recognition that closer police-community relationship were needed. Community policing in the UK, while not clearly defined, encompasses the ethos of policing for and with the community. There are three key elements of community policing in practice in Britain:</p>
	<ul style="list-style-type: none"> • Police community consultative groups • Presence of community police officers in communities –during predominantly foot patrols • Community involvement in crime prevention partnerships – this is a problem-oriented approach in which local communities are seen as sites for informal social control of crime, for example through neighbourhood watch schemes in which residents watch out for suspicious behaviour in their neighbourhoods and liaise with the police. <p>There are also a number of other initiatives which can be considered community policing initiatives:</p> <ul style="list-style-type: none"> • Special Constabulary – members of the public join the police as formal volunteers to provide support.

	<ul style="list-style-type: none"> • Police Community Support Officers – civilians are recruited to police communities under the formal control of the police force. They tend to be used as an alternative form of police patrol, providing a visible presence in the community through foot patrols. • Neighbourhood policing – introduced in 2006, promotes the creation of visible and accessible neighbourhood policing teams including police, special constables, community support officers, volunteers, neighbourhood wardens and others. Aims to ensure policing services are driven by local needs. • Use of local authorities and professionals such as doctors, teachers and social workers in risk assessment and incident reporting. <i>Source: Kalunta-Crumpton 2009</i>
The French Model of Community Policing	<p>While the term ‘community policing’ is not officially used in France, there have been two attempts to facilitate a closer relationship between the police and the public that represent the ‘French model’ (Mouhanna 2009). In the 1970s foot patrols were established and ‘beat’ system was created. Patrol officers were encouraged to spend their time talking to members of the community about their concerns and building up relationship with local residents. The project was abandoned in the late-1990s in the face of rising crime rates (Mouhanna 2009). ‘Proximity policing’ is the second French model of community policing introduced in 1999 in order to make the police more responsive to local needs. Key features include (Brogden and Nijhar 2005) –</p> <ul style="list-style-type: none"> • Police action is structured around specific localities and districts • Permanent and continuing contact with the local population • Versatile police role encompassing functions from coercion to social service • Substantive responsibility and discretion delegated to the police • Qualities of interpersonal service required of police officers. It is widely suggested that the emphasis in this model ‘has been more on being operational in the community, as opposed to being part of it’ and has focused on improving contacts in order to ‘take complaints and to arrest offenders’ rather than to significantly alter the policing culture or how police work is undertaken. <i>Source: Casey 2010</i>
Community policing in China	<p>The Chinese style of community policing, termed ‘mass line policing,’ is rooted in the Communist ideology of ‘for the masses, relying on the masses, from the masses and to the masses’ (Zhong and Jiang 2013). It depends heavily upon the mobilisation and empowerment of the people to solve their own problems, rather than relying on the police to fight crime (Wong 2009: 216). The mass line model is embedded in historical forms of social control, where such powers were decentralised and based around communal groups such as family and clan. It is infused with Maoist ideals in which people are the masters of their own destiny. Thus, the Chinese model delegates broad police powers to the family and the community as a whole. The family unit provides education and discipline, neighbours provide supervision and sanction, and the community sets the moral tone and customary norms.</p>

	<p>This is operationalised through: • Neighbourhood committees elected by residents and responsible for educating residents on safety, resolving disputes before they escalate into criminal cases, and reporting criminals to the police. • Work units based in employment settings that serve to discipline individuals, offering rewards, penalties and providing quasi-justice and para-security functions. • Social order joint protection teams collaborate across districts to prevent crime and maintain order (Zhong: 2009). • Combating crime and managing social order is thus seen as ‘everyone’s business’ (Brogden and Nijhar 2005). The Building Little Safe and Civilised Communities (BLSCCs) program was established in 1994 in Shenzhen province in the face of rising crime levels, combining Western models of COP with traditional Chinese models of social control. The BLSCC program divides cities into zones; each encouraged to meet the standard of a Little Safe and Civilized Community. Rewards and Little Safe and Civilised Communities (LSCC) status is based upon certain safety and civil standards including: moral education, harmonious relationship, healthy community culture, and purification of the Securing communities: the what and how of community policing environment. The leadership structure requires that all levels of government, agencies, companies and organisations are responsible for implementing BLSCC and the police are an integral part of this. Source: Zhong and Jiang 2013.</p>
<p><i>Community policing of Aboriginal communities in settler societies</i></p>	<p>In Canada, the severe social problems faced by many Aboriginal communities have posed a policing challenge. In the community of Elsipogtog, for instance, a Mi’kmaq community of approximately 3,000 residents, social problems include: • high underemployment • high numbers of single-parent households • high rates of serious violent crime • substance abuse at such extreme levels that rates of authorised methadone treatment are 50 times higher than in metropolitan Halifax, often deemed to be the drug capital of Atlantic Canada. • highest crime rate of all Royal Canadian Mounted Police (RCMP) detachment units in Canada between 2004 and 2005. Community policing strategies have been trialled to address such problems. In the 1960s a band constable system was introduced in First Nation communities through hiring of local residents as village constables within the RCMP, to whom they would turn over criminal cases or federal or provincial offenses. However, critics noted that this policy did not provide sufficient autonomy and accountability to First Nations communities. To address this, a First Nations Policing Policy (FNPP) was developed in 1991 and FNP Program rolled out in 1992, requiring greater Aboriginal involvement, self-administration and partnership in policing First Nation communities. ‘It mandated a ‘community-based policing plus’ (CBP+)’ strategy of policing, parallel to the ‘citizenship plus’ conception of Aboriginal rights in Canada, as rooted in the treated and protected in the Constitution Act of 1982 (Clairmont 2013). The objectives of the FNPP were: • To enhance the personal security and safety of First Nation communities • To provide access to policing that is professional, effective, and culturally appropriate; and • To increase the level of police accountability to First Nation communities. Communities could</p>

	<p>choose between self-administered policing, or Community Tripartite Agreements (CTAs, whereby the RCMP provides contracted policing services). There are 46 self-administered First Nations police services policing 190 Aboriginal communities, mostly in Ontario and Quebec. The FNPP and the partnerships it mandated between the federal and provincial governments and First Nations made Canada the first country to have developed a comprehensive national policing approach for its Aboriginal people. Source: Clairmont 2013</p>
<p><i>Community policing in Brazil</i></p>	<p>Diverse practices in a federal state Public distrust and mounting evidence of police corruption in the mid1980s led to COP programs in Brazil. In 1996, the Federal government recommended that all states implement COP. The states that have done so, each has emphasised different elements of COP, leading to a diversity of practices. In Rio de Janeiro the COP model included:</p> <ul style="list-style-type: none"> • Foot patrols and officers tasked with fostering relationship with local residents in order to identify and resolve problems Securing communities: the what and how of community policing • Community councils or committees corresponding to patrol areas to promote dialogue • Suggestion boxes to receive anonymous complaints and recommendations <p>In São Paulo the military police created police-public partnership to assist in crime prevention. Core elements included:</p> <ul style="list-style-type: none"> • Establishment of small fixed bases • Foot patrolling • Community Safety Councils – comprised of groups from the same neighbourhood – mostly community leaders – who met to discuss local concerns <p>In Minas Gerais the reforms involved:</p> <ul style="list-style-type: none"> • Creation of community safety councils which employed problem solving techniques – the groups would cooperatively plan policing strategies and are meant to establish mechanisms of accountability. • Emphasis on decentralisation and regionalisation of police activity • Use of geo-processing tools to analyse crime, assess results and set quantitative goals. <p>Source: Davis et al 2003</p>
<p><i>PolCom in Mozambique</i></p>	<p>Following the end of the 16 year civil war in 1992, Mozambique struggled to democratise and demilitarise the national police and make it more democratically accountable and sensitive to human rights issues. In 2000, the Ministry of Interior, with the strong support of international donors, launched a community policing initiative – PolCom – to reform the police and to address rising crime rates. PolCom adopted a model which emphasised community forums – CPCs (Conselhos de Policiamento Comunitário – where voluntary members, selected by local populations gathered to discuss local security problems. CPC members were able to facilitate patrols and mediate minor conflicts, such as family or neighbour disputes, but were prohibited from carrying weapons and expected to hand over anyone arrested to the police. However, the model was reinterpreted and reformulated by local authorities and state police officers, so that CPC activities were shaped by police and elite perceptions of what constitutes effective maintenance of law and order. Rather than being elected by the local populations, the selection of CPC members followed historically embedded modes of appointing local police; they were frequently selected by the Chief, and tended to be close relatives of chiefs and councillors. The common understanding of</p>

	CPCs, then, was that they served the chiefs, not the community. PolCom members were also at times used by the national police as a way of outsourcing less desirable police work – such as patrols and making village arrests. Extra-legal practices, such as beating persons under interrogation were also delegated to them by the state police. (Kyed 2009)
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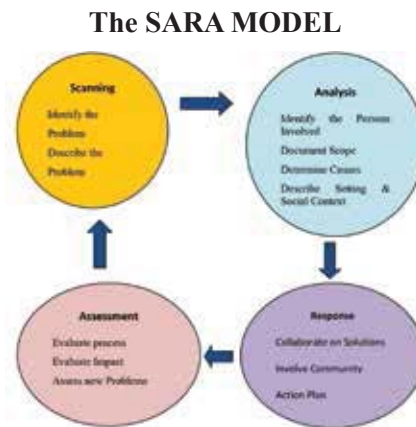
Suggestive Measures for Effective Community Policing

I. **Ethics of Care** is a central trait of Community Policing, which believes that persons are understood to have varying degrees of dependence and interdependence on one another, Individuals impacted by the consequences of one's choices deserve consideration in proportion to their vulnerability, and contextual details determine how to safeguard and promote the interests of those involved.

Joan (Tronto, 2005) states there are four ethical elements of care: (a) **Attentiveness**- Attentiveness is crucial to the ethics of care because care requires recognition of others' needs in order to respond to them. The question which arises is the distinction between ignorance and inattentiveness, (b) **Responsibility**- In order to care; we must take it upon ourselves, thus responsibility. The problem associated with this second ethical element of responsibility is the question of obligation. Obligation is often, if not already, tied to pre-established societal and cultural norms and roles. Tronto makes the effort to differentiate the terms "responsibility" and "obligation" with regards to the ethic of care. Responsibility is ambiguous, whereas obligation refers to situations where action or reaction is due, such as the case of a legal contract. These ambiguities allows for ebb and flow in and between class structures and gender roles, and to other socially constructed roles that

would bind responsibility to those only befitting of those roles, (c) **Competence**- To provide care also means competency. One cannot simply acknowledge the need to care, accept the responsibility, but not follow through with enough adequacies - as such action would result in the need of care not being met, (d) **Responsiveness**- This refers to the "responsiveness of the care receiver to the care". Tronto states, "Responsiveness signals an important moral problem within care: by its nature, care is concerned with conditions of vulnerability and inequality". She further argues responsiveness does not equal reciprocity. Rather, it is another method to understand vulnerability and inequality by understanding what has been expressed by those in the vulnerable position, as opposed to re-imagining oneself in a similar situation.

II. **SARAL MODEL** to be adopted for effective Community Policing as explained in below diagram-



Source: https://www.law.berkeley.edu/files/What_Works_in_Community_Policing.pdf

- The specifics of the implementation of the SARA method vary by jurisdiction and situation, but typically individual beat officers or pairs of officers, in partnership with the community, are given the authority and responsibility to identify the crime and disorder issues that are most prominent in their beats, prioritize them, and develop solutions.
- III. Community policing is more complicated than simply comparing crime rates and there is no universally-accepted criteria for evaluating community policing. However, there are some structures that are commonly used. One possible way to determine whether or not community policing is effective in an area is for officers and key members of the community to set a specific mission and goals when starting out. Once specific goals are set, participation at every level is essential in obtaining commitment and achieving goals. Street-level officers, supervisors, executives, and the entire community should feel the goals represent what they want their police department to accomplish (Watson, 1998).
 - IV. Some Problem Oriented Policing (POP) efforts can be as simple as an individual officer asking a store owner to improve the lighting of their storefront, while others can be more complex, longer-term issues such as zoning changes to improve a blighted neighbourhood. Some of the more effective Problem Oriented Policing (POP) approaches have occurred in police departments in which a formal set of clearly-articulated, standardised procedures are in place.
 - V. A shared understanding and clear guidance about the necessary steps of a Problem Oriented Policing (POP) approach increase the likelihood that each of the critical steps in the process is taken in crafting and implementing effective responses to identified problems.
 - VI. Adequate number of police officers in each area must be assigned. On job training must be given to the police officers so as to update and scale up their knowledge and skill on crime management issues in general and community policing implementation in particular.
 - VII. Government and concerned agency must give required budget, fulfilling essential materials to officers is a must to implement community policing.
 - VIII. There must be a Police officer working only to implement community policing where double duty to a single police officer has an impact on the implementation and monitoring of community policing.
 - IX. Traditional associations like Mohalla Committee must be used as one structure in community policing strategy sine accessing people is possible with these associations.
 - X. Mobilizing a society towards peace building and crime prevention must be consistent and should not be a one-time activity instead it must be done frequently and in organized manner.
 - XI. Community policing as a course must be offered and taught in Police training institutions -colleges (Mulugeta E* and Mekuriaw D, 2017). It can also be integrated in school and college curriculum for an informed tomorrow.

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Incidents of Bias and Discrimination with North-Eastern Students in India

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Abstract:

India is the epitome of peaceful coexistence respecting and integrating the philosophy of unity in diversity. The unfortunate reality of life is the darkness exists even at the bottom of the lamp. There are lots of challenges the great India needs to address. With the mounting emphasis on North-Eastern Region (NER) by the government, the people from the region began to move other parts of the country for study, job or settlement. There have been growing incidents of discrimination and even massive victimization of students from NER in different parts of the country. This is an empirically approach to understanding the status of north-eastern students in rest of India. The paper has figured-out the nature, types and lead actors responsible for the menace. The outcome of the study would become a model for the law enforcing agencies to curb these atrocities through presumptive and proactive manner instead of reactive mechanism.

Keywords:

Discrimination, Bias, North-Eastern Students, Lead Actors, Proactive manner

Introduction

Unity in diversity is the absolute strength behind the glorious success of the great nation India. Multiculturalism, secularism, unquestionable tolerance and of course, harmonization of various ethnic identities across the length and breadth of the nation are the strategic pillars of this sub-continent from many centuries. The country has proved its caliber & commitment to becoming the torch bearer throughout the globe for its landmark contribution towards humanism, mutual trust and respect. As the ignited light fails to wipe out darkness at its bottom, there

are inherent challenges which this largest democracy needs to address by reinforcing its value proposition, sharing and respecting each-others knowledge, culture etc. In recent times the North-East India has been given a special thrust in consistent with the main land India so that the Indigenous people residing in the NER would get equitable opportunities & benefits. This has led the north-eastern students to move other parts of India for the purpose of study, job and settlement. There have been growing incidents of discrimination and even massive victimization of students belonging to north-east

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region in different parts of the country. These have been reportedly occurring in some pockets in northern India and off-late in south India. The north-eastern people are apparently different with respect to their unique facial features, food habits, culture and social-customs (Baruah, 2003). People in the mainland may not have adequate knowledge of north-east India and its people. The surprising thing is that there is a lack of information about north-east among the learned people and authority at main land India. The burning instance was witnessed in Maharashtra where the state of Arunachal Pradesh, as an integral part of union India, was found missing

in the 10th standard Geography textbook (The Hindu, 15 May 2013). This shows that how a section of rest of India perceives about north-east and its indigenous people. North-eastern students are being discriminated & victimized in various forms. At times the severity of such atrocities becomes terrible which tantamount to brutal attack, life threatening injuries, vulgar, molestations, incidence of sexual abuse, trauma, suicide, homicides. There are few cases which are being reported to the authority however many more incidents are unrecorded, unreported and unregistered.

Table 1: Glimpses of incidents of discrimination with N-E students across India in recent past

Student(s)-Victim(s) (Incidents/Cases)	Year	Place of Incidence	Unfortunate Outcomes	State of Domicile under NER	Sources
Ramchanphy Hongray	Oct 2009	New Delhi	Death of the victim	Nagaland	https://timesofindia.indiatimes.com/city/delhi/IIT-Delhi-PhD-student-held-for-Naga-girls-murder/articleshow/5161414.cms
Loitam Richard	May 2012	Bangalore	Death of the victim	Manipur	http://www.dnaindia.com/india/report-richard-loitam-case-2-students-booked-for-murder-1683177
Nido Tanya	Jan 2014	New Delhi	Death of the victim	Arunachal Pradesh	http://time.com/4876/nido-taniam-india-racism/
T Michael Lamjathang Haokip	Oct 2014	Bangalore	Physically wounded with psychological trauma	Manipur	https://www.firstpost.com/india/bangalore-manipuri-student-attacked-for-not-speaking-in-kannada-3-arrested-1757917.html
Higio Gungtey	March 2017	Bangalore	Physically wounded with psychological trauma	Arunachal Pradesh	https://www.ndtv.com/bangalore-news/arunachal-student-allegedly-thrashed-in-bengaluru-forced-to-lick-shoe-1669088
Few students in ITFT College	August 2017	Chandigarh	Physically wounded with psychological trauma	Arunachal Pradesh	https://thenortheasttoday.com/arunachali-students-beaten-up-chandigarh/

If it continues with this growing intensity it would be difficult to keep the great nation united. The law enforcing agencies, security personnel are vigilant to curb these evils. The authority has to take appropriate action as a means of reactive response even though there are few proactive measures like organizing counseling, issuing government notification regarding banning of racial discrimination and ragging on regular interval, workshops for mental health etc. This paper has made an attempt to develop a presumptive and proactive model to identify the nature, types and key lead agents that are responsible for such heinous barbarism.

Review of Literature

The word *Victim* is derived from the Latin term 'Victima' which encircles the concept of sacrifice in the sense as believed that the life of the living beings is destined to be sacrificed before the deities. It did not mean the pain, suffering for playing a sacrificial role. Spalek (2006) reported that the word 'victim' embodied the notion of personal harm or loss. According to Karmen (2004), in modern criminal justice system, 'victim' attempts to describe a person who has suffered from any injury, loss or adversity due to unlawful behavior or activities by any individual, group or organization. Victims are persons threatened, injured or destroyed by an act or omission of another man / structure, organization / institution. (Separovic, 1969)

In 1949, the term '*victimology*' appeared for the first time in a book written by forensic psychiatrist Fredric Wertham. The word 'Victimology' was coined to describe the study of individual sufferers caused by criminals (Karmen, 2007). Now, Victimology has been embodied with an umbrella concept...the scientific study of victims and victimization that encompasses with the broader spectrum of interrelated aspects like the relationships between victims and offenders,

investigators, courts, corrections, media, and social movements (Karmen, 1990).

According to Ezzat Fattah (2000, 24), the study of victims and victimization has the potential for reviving and reshaping the entire discipline of criminology with its paradigms shifts: identification for the root causes of crime, Criminal psychology, deterrence, rehabilitation, treatment. In recent times, the term 'victim' has been expanded to include a basket of detrimental circumstances like victims of accidents, war, land acquisition and encroachment by the state, political turbulence and atrocities, financial scam, chit fund scams in Indian perspective, racial discrimination, ethnic issues or identity crisis of small groups or tribes, communal intolerance and violence etc. The idea of race as a category does not exist in the biological taxonomy. Thus racial categories like Negroid, Mongoloid stand null and void in the scientific community.

But that does not prevent people at large from differentiating populations based on phenotype-stereotypes like facial features, skin colour etc. doctored by dominant genotypes. People from all the seven states of the North-east are perceived differently as belonging to the Mongoloid race based on their facial features. (Baruah, 2006)

North-easterners are also viewed differently due to their lifestyles, choice of dressing and food habits (Baruah, 2006). Based on the literature survey, the paper, hereafter, discusses the various issues of victimization of the students from the North-east, the frequency of such incidents and the impact of such events in terms of the amount of stress generated within the victim as reported by the victim her/himself or by witness to such cases of victimization.

Objectives of the study

The present study concentrates on the following objectives:

- i. To identify the lead actors who pass inappropriate racial comments to the North Eastern indigenous students studying outside NER and the level of stress generated among the direct or indirect victims.
- ii. To study the occurrence of unpleasant experiences for being N-E students with distinct facial features and to measure the level of stress developed due to such undesired transactions.
- iii. To study the various discriminations faced by N-E students during their studies outside NER and to measure the stress level of the target population.

Research Methodology

The present study was based on the information collected from primary sources which have been supplemented by the appropriate secondary information. For capturing primary data, an appropriate questionnaire has been developed, tailor made and modified based on the inputs and insights reviewed after the pilot study. The research work was conducted in the state of Arunachal Pradesh during last part of the year 2017. Based on the focus of the research work,

the unit of the sample was considered to be the indigenous people of Arunachal Pradesh who have completed their U.G/P.G or both from outside of north-east. In the research work, the students who are presently studying outside NER are not considered simply because there are chances of underestimation and overestimation of facts since the students may be apprehensive about the possible consequences if their identity is anywhere disclosed or they might suffer from any trauma, mental block or recency syndrome. The questionnaire was finally administered among the target population via fact to face interaction, e-mail and using social media. Attempts were made to capture information from the respondent who represented different categories of profession i.e. students, employee, unemployed, home makers, and any-other category. It was indeed difficult to go for random sampling for each stratum since there were no defined and known set of universe available. For student stratum, random sampling was adopted. For other strata, there was no other option but to go for convenient sampling since respective census was not been prepared as yet. The total sample size was 200. The detailed Sampling Frame is illustrated below:

Table 2: Sampling Frame

Name of Stratum	Defining the Stratum	Universe	Sample size	Sampling Techniques
Students	Undergoing Full time P.G Students and Research Scholars (M. Phil. & Ph.D.) enrolled in the State based university/ institute for the purpose of defining universe who have completed their U.G/P.G or both outside northeastern region.	250	84 (33.6 %)	Random
Employees	Permanent Employees working in organized sectors (both Public & Private) in Arunachal Pradesh who have completed their U.G/P.G or both outside northeastern region.	Unknown	58	Convenience

Unemployed	Unemployed indigenous population of Arunachal Pradesh who have completed their U.G/P.G or both outside northeastern region.	Unknown	43	Convenience
Home Maker	Married Women who have completed their U.G/P.G or both outside northeastern region.	Unknown	05	Convenience
Any Other	Self employed, entrepreneurs	Unknown	10	Convenience
Total Sample Size			200	

Table 3: Representation of respondents present professions

Present Profession		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student	84	42.0	42.0	42.0
	Employee	58	29.0	29.0	71.0
	Unemployed	43	21.5	21.5	92.5
	Home Maker	5	2.5	2.5	95.0
	Any Other	10	5.0	5.0	100.0
	Total	200	100.0	100.0	

The questionnaire was designed in the light of 'issues priority matrix' where both the aspects i.e. frequency of occurrence and corresponding impact of the incidents or lead actors which needs to be fused to find a priority of target elements for the administrative authorities to take appropriate preventive actions.

data set was tabulated for the purpose of analysis. For this purpose statistical software SPSS version 21 was used. The research analysis was carried out using descriptive statistics, parametric & non-parametric tests so that it could be understood and interpreted in accordance with the research objectives.

Tools & Techniques Used

The data set was collected by the researchers. Attempts were made to nullify or minimize non sampling error to a greater extent. The captured

Analysis of Data

- Demographic Profile of the respondents

Table 4: Gender * Age * Course completed outside NER –Cross Tabulation

Course completed outside NER			Age				Total
			Below 20 Yrs	Between 21 to 25 Yrs	Between 25 to 30 Yrs	Above 30 Yrs	
UG	Gender	Male	1	46	29	15	91
		Female	2	30	17	4	53
	Total		3	76	46	19	144
PG	Gender	Male	-	6	8	10	24
		Female	-	5	10	2	17
	Total		-	11	18	12	41

Course completed outside NER			Age				Total
			Below 20 Yrs	Between 21 to 25 Yrs	Between 25 to 30 Yrs	Above 30 Yrs	
UG & PG Both	Gender	Male	-	-	7	3	10
		Female	-	-	3	2	5
	Total		-	-	10	5	15
Total	Gender	Male	1	52	44	28	125
		Female	2	35	30	8	75
	Total		3	87	74	36	200

Fig. 1

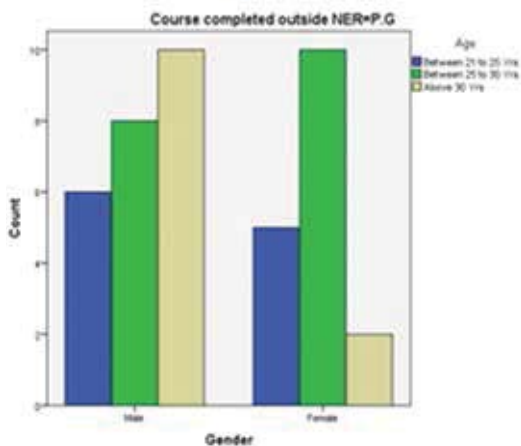


Fig. 2

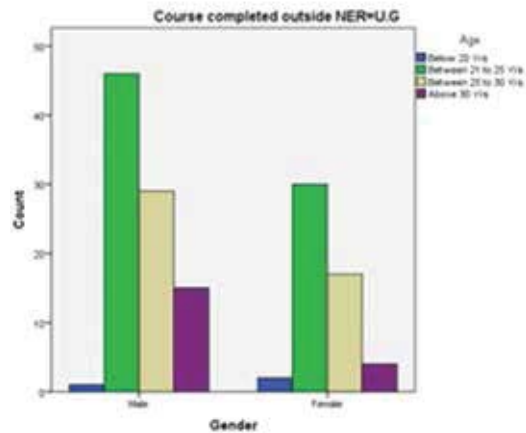


Fig. 3

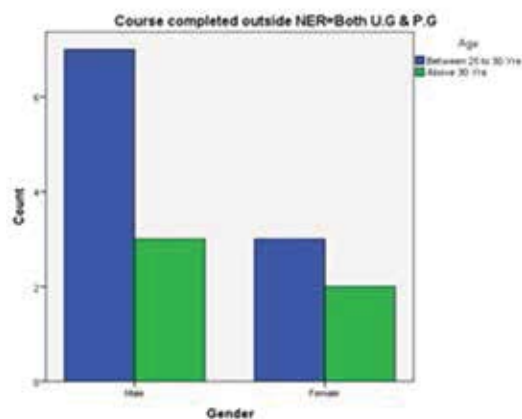


Fig 1, 2, 3 - The demographic profile reveals that the data set is represented by respondents belonging to all age group, level of education i.e. UG, PG and both UG & PG completed outside NER mentioning with gender wise distribution.

Analysis I:
Table 5: Ranking of the Lead Actors on the Basis of Frequency of Occurrences for making Jeering / negative comments

Lead Actors who make Jeering / negative comments	Total Sample Size (N)	Mean Value supporting the occurrences of cases either as victim or witness	No. of respondents supporting the cases either as victim or witness	Ranking of Lead Actors who mostly pass Jeering / negative comments (frequency) reported by the respondents.
Auto rickshaw / Public Transportation Driver	200	0.92	184	1
Shopkeepers / waiters / service provider etc.	200	0.75	151	2
Senior Students	200	0.62	124	3
Batch mate	200	0.40	80	4
Faculty/ Staffs	200	0.39	78	5

The primary concern of the researchers was to identify lead actors who pass inappropriate racial comments to the North Eastern indigenous students studying outside NER. This is indeed crucial information for all the stakeholders so that the target segment could be identified and can devise comprehensive modules for behavioural modifications.

From the data set it is found that the North Eastern students are mostly victimized through Jeering / Making fun / Negative comments/ Swearing by Auto rickshaw / Public transport service provider (Mean value = 0.92) followed by shopkeepers/waiters etc. (Mean value = .75), senior students (Mean value 0.62) and even by the batch mates (Mean value 0.4). Most surprising and threatening finding came with the obnoxious role of faculty staffs and administrator of the institute where the North Eastern students are studying. This trend exhibits the wrong notion inappropriate knowledge and negative feelings from the ambassadors of high order of knowledge system.

Table 6: Ranking of the Lead Actors on the Basis of Stress Impact / Intensity developed on the Respondents

Lead Actors who make Jeering / negative comments	No. of respondents supporting the cases either as victim or witness	Min	Max	Total Stress	Mean Value – Depicting Stress Impact / Intensity developed by the Lead Actors on the Respondents either as victim or witness	Std. Dev	Ranking of Lead Actors in terms of Stress Impact / Intensity developed on the respondents.
Shopkeepers / waiters / service provider etc.	151	1	5	541	3.58	1.042	1
Auto rickshaw / Public Transportation Driver	184	1	5	655	3.56	1.044	2
Senior Students	124	1	5	430	3.47	0.999	3
Faculty / Staffs	78	1	5	255	3.27	1.089	4
Batch mates	80	1	5	230	2.87	1.184	5

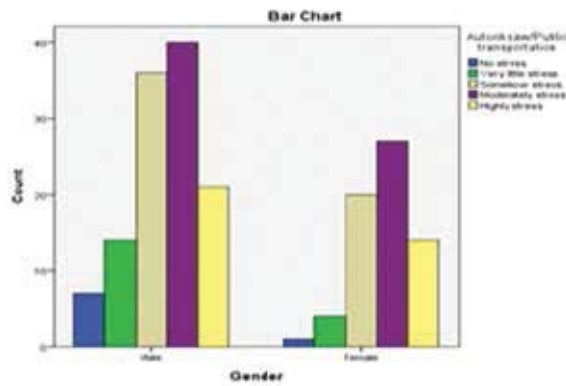
In terms of stress impact developed on the respondents it was found that 'Shopkeepers / waiters / service provider etc.' perceptually are ranked no. 1 (Mean value = 3.58) followed by 'Auto rickshaw / Public transport service provider' (Mean value = 3.56). 'Senior students' of respective institution are ranked 3rd (Mean value = 3.47). This shows the stress impact or intensity generated on respondents irrespective of the frequency of occurrence.

Table 7: Priority Matrix: Ranking of Lead Actors Based on Composite Scores Incorporating Values of Frequency of Occurrences and Corresponding Impact Values

Lead Actors who make Jeering / negative comments	Total Sample Size	Mean Value – supporting the occurrences of cases either as victim or witness	No. of respondents supporting the cases either as victim or witness	Stress Dynamics				Weighted average Stress Impact Priority Matrix	Composite Rank
				Min	Max	Total Stress	Mean		
A	B	C	D	E	F	G	H	I= (C X H)	
Auto rickshaw / Public Transportation Driver	200	0.92	184	1	5	655	3.56	3.275	1
Shopkeepers / Waiters / Service Provider etc.	200	0.75	151	1	5	541	3.58	2.685	2
Senior Students	200	0.62	124	1	5	430	3.47	2.1514	3
Faculty / Staffs	200	0.39	78	1	5	255	3.27	1.2753	4
Batch mate	200	0.40	80	1	5	230	2.87	1.148	5

The above table represents the composite impacts of both frequency of occurrence and its impact of the respondents. It exhibits lead actors to be dealt with by the police personnel in order of priority. 'Auto rickshaw / Public transport service provider' happens to be the most key lead element followed by 'Shopkeepers / Waiters / Service Provider etc.' and so on. The authority must be vigilant on this key element in order of preference or priority as a means of preventive measures.

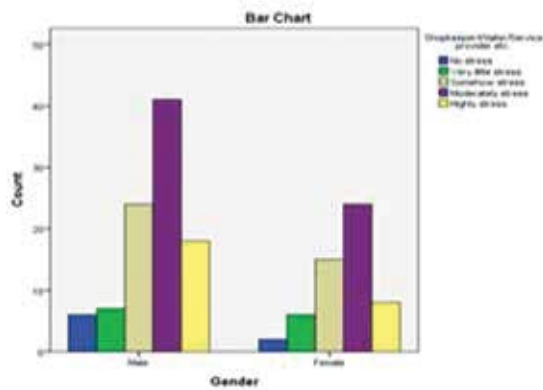
Fig. 4



The bar chart reveals that the male respondents are more susceptible to stress compared to their female counterpart. This is evidence in case of transactions with 'auto rickshaw-driver/public transport driver'– the key lead actor.

Fig. 4: Gender wise differences in Stress Level – for ‘Transaction with Auto Rickshaw Driver / Public Transport Drivers.’

Fig. 5



In case of transaction with 'Shopkeeper/Waiter/Service Providers etc.' the similar trend is envisaged.

Fig. 5: Gender wise Differences in Stress Level – for Transaction with Shopkeeper/Waiter/ Service Providers

Analysis II:
Table 8: Ranking of the Common types of unpleasant/ demeaning/ negative comments or behaviour for being student of N-E States on the Basis of Frequency of Occurrences

Common types of unpleasant/ demeaning/ negative comments or behaviour for being student of N-E States	Total Sample Size	Mean Value – supporting the occurrences of cases as victim or witness	No. of respondents supporting the occurrences of such Common types of unpleasant/ demeaning/ negative comments or behaviour either as victim or witness	Ranking of the Common types of unpleasant/ demeaning/ negative comments or behaviour
Called as Chinky / Chinese	200	0.98	196	1
Humiliation- traditional food habits & dress	200	0.67	134	2
Verbally abused	200	0.51	103	3
The victim of perverted behavior / sexually abused etc.	200	0.45	90	4
Subjected to any victimization / violence/torture/ robbery	200	0.40	80	5
Faced rejection, isolating you in joint activities, instigation against you to avoid	200	0.36	72	6
False allegation in a crime	200	0.32	64	7
Faced the comments like “Go back to North East, Go to china, this is not your country!”	200	0.29	60	8

In terms of frequency of occurrences regarding ‘Common types of unpleasant/ demeaning/ negative comments or behaviour’ on the respondents it is found that ‘Called as Chinky / Chinese’ is ranked 1st (Mean value = 0.98) followed by ‘Humiliation- traditional food habits & dress’ is ranked 2nd (Mean value = 0.67) and so on as mentioned above.

Table 9: Ranking of the Common types of unpleasant/ demeaning/ negative comments or behaviour for being student of N-E States on the Basis of Stress Impact / Intensity developed on the Respondents

Common types of unpleasant / demeaning / negative comments or behaviour for being student of N-E States	No. of respondents supporting the occurrences of the cases as victim or witness	Min	Max	Total Stress Developed / Generated	Mean Value – Depicting Stress Impact / Intensity developed by the unpleasant / demeaning / negative comments on the respondents either as victim or witness	Standard Deviation	Ranking of the Common types of unpleasant/ demeaning/ negative comments or behavior
Called as Chinky / Chinese	196	1	5	767	3.91	1.037	1
N-E students become the victim of perverted behaviour / sexually abused etc.	90	1	5	345	3.83	1.164	2
Faced rejection, isolating you in joint activities, instigation against you to avoid you?	72	1	5	252	3.50	1.075	3
Subjected to any victimization / violence / torture / robbery	80	1	5	279	3.49	0.981	4
Fixing false allegation in a crime	64	1	5	222	3.47	0.959	5
Humiliation with respect to traditional food habits & dress code?	134	1	5	464	3.46	1.074	6

Facing the comments like "Go back to North east, Go to china, this is not your country!"	60	1	5	207	3.45	1.064	7
Been verbally abused	103	1	5	354	3.44	1.026	8

In terms of Stress Impact / Intensity developed on the Respondents it is found that 'Called as Chinky / Chinese' is ranked 1 (Mean value = 3.91) followed by 'N-E students become the victim of perverted behaviour / sexually abused etc.' is ranked 2 (Mean value = 3.83) and so on as mentioned above.

Table 10: Priority Matrix: Ranking of Common types of unpleasant / demeaning / negative comments or behaviour for being students of N-E states based on Composite Scores Incorporating Values of Frequency of Occurrences and Corresponding Impact Values.

Common types of unpleasant/ demeaning/ negative comments or behaviour for being student of N-E states	Total Sample Size	Mean Value –supporting the occurrences of cases as victim or witness	No. of respondents supporting the occurrences of the cases as victim or witness	Stress Dynamics			Weighted average Stress Level Impact Priority Matrix	Composite Rank	
				Minimum	Total Stress	Mean			
A	B	C	D	E	F	G	H	I = (C X H)	
Called as Chinky / Chinese	200	0.98	196	1	5	767	3.91	3.8318	1
Humiliation with respect to traditional food habits & dress code	200	0.67	134	1	5	464	3.46	2.3182	2

Been verbally abused	200	0.51	103	1	5	354	3.44	1.7544	3
Become the victim of perverted behaviour / sexually abused etc.	200	0.45	90	1	5	345	3.83	1.7235	4
Subjected to any victimization / violence/torture/ robbery	200	0.40	80	1	5	279	3.49	1.396	5
Faced rejection, isolation in joint activities, instigation to avoid you	200	0.36	72	1	5	252	3.50	1.26	6
False allegation in crime	200	0.32	64	1	5	222	3.47	1.1104	7
Faced the comments like "Go back to North east, Go to china, this is not your country!"	200	0.29	60	1	5	207	3.45	1.0005	8

From these above analysis and tables it is depicted that the north-eastern students are mostly encountered by 'Common types of unpleasant/demeaning/negative comments or behaviour for being student of N-E states'. Converging both the frequency of occurrence and corresponding impact it is found that the north-easterners are being addressed by abusive words like "Chinky" followed by the incidents of 'Humiliation with respect to traditional food habits & dress code' and so on. The concerned authority must be alert to prevent such unpleasant events.

Analysis III:

Table 11: Ranking of the Common types of Discriminations faced by the North Eastern Students outside NER during their course of study on the Basis of Frequency of occurrences

Common types of Discriminations for being student of N-E States	Total Sample Size	Mean Value – supporting the occurrences of cases as victim or witness	No. of respondents supporting the occurrences of such Common types of Discriminations for being student of N-E States	Ranking of the Common types of unpleasant/ demeaning/ negative comments or behaviour
Exploitation in prices, cost, fares etc for payment for product / services	200	0.91	183	1
Getting accommodation/ PG / mess	200	0.53	106	2
Teaching / Learning process	200	0.49	98	3
Making you failed during evaluation process	200	0.18	36	4
Denying for recommendation	200	0.11	23	5
Not selecting as prefect / leader / class representative for any events	200	0.05	10	6
Training & Campus Placement	200	0.04	08	7
Wrongly debarring you from class exams	200	0.04	08	7

In terms of frequency of occurrence it is found that 'Exploitation in prices, cost, fares etc. for payment for product / services' (Mean value = 0.91) positioned no. 1 in the list followed by 'Getting accommodation/ PG / mess' (Mean value = 0.53) and so on as mentioned above.

Table 12: Ranking of the Common types of Discriminations faced by the north eastern students outside NER during their course of study on the Basis of Stress Impact / Intensity developed on the Respondents

Common types of Discriminations for being student of N-E States	No. of respondents supporting the occurrences of the cases as victim or witness	Min	Max	Total Stress Developed / Generated	Mean Value – Depicting Stress Impact / Intensity developed by the Common types of Discriminations for being student of N-E States	Std. Deviation	Ranking of the Common types of discriminations faced by the north eastern students
Wrongly debarring from exams	08	1	5	767	4.13	1.356	1
Exploitation in prices, cost, fares etc for payment for product / services	183	1	5	345	3.74	1.202	2
Making you failed during evaluation process	36	1	5	252	3.53	1.109	3
Denying for recommendation	23	1	5	279	3.36	1.177	4
Teaching / Learning process	98	1	5	222	3.31	1.158	5
Getting accommodation PG / mess	106	1	5	464	3.16	1.6748	6

Not selecting as prefect / leader / class representative for any events	10	1	5	207	3.10	1.449	7
Training & Campus Placement	08	1	5	354	2.86	1.574	8

In terms of Stress Impact / Intensity developed on the Respondents it is found that 'Wrongly debarring from exams' as rank 1 (Mean value = 4.13) followed by 'Exploitation in prices, cost, fares etc. for payment for product / services' as rank 2 (Mean value = 3.74) and so on as mentioned above.

Table 13: Priority Matrix: Ranking of Common types of discriminations faced by the north eastern students outside NER during course of study based on Composite Scores Incorporating Values of Frequency of occurrences and Corresponding Impact Values.

Common types of discriminations faced by the north eastern students outside NER during course of study	Total Sample Size	Mean Value – supporting the occurrences of discriminations as victim or witness	No. of respondents supporting the occurrences of discriminations as victim or witness	Stress Dynamics				Weighted average Stress Level Impact Priority Matrix	Composite Rank
				Min	Max	Total Stress	Mean		
A	B	C	D	E	F	G	H	I = (C X H)	
Exploitation in prices, cost, fares etc. for payment for product / services	200	0.91	183	1	5	703	3.74	3.4034	1
Getting accommodation/ PG / mess	200	0.53	106	1	5	335	3.16	1.6748	2

Teaching / Learning process	200	0.49	98	1	5	314	3.31	1.6219	3
Making you failed during evaluation process	200	0.18	36	1	5	134	3.53	0.6354	4
Denying for recommendation	200	0.11	23	1	5	74	3.36	0.3696	5
Wrongly debarring you from class exams	200	0.04	08	1	5	33	4.13	0.1652	6
Not selecting as prefect / leader / class representative for any events	200	0.05	10	1	5	31	3.10	0.155	7
Training & Campus placement	200	0.04	08	1	5	20	2.86	0.1144	8

Combining both the aspects i.e. frequency of occurrence and its impact it is found that the above mentioned incidents of discriminations have been ranked in order of composite preference/priority.

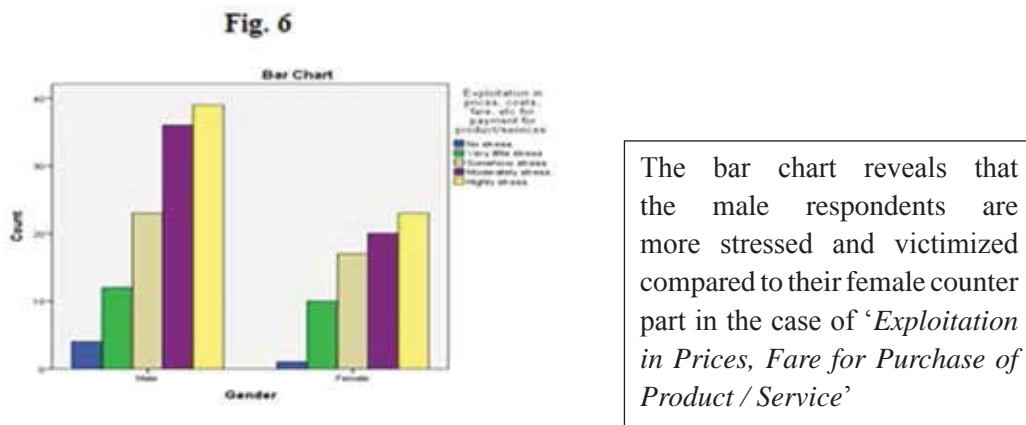


Fig. 6: Gender wise Differences in Stress Level – ‘Exploitation in Prices, Fare for Purchase of Product / Service’

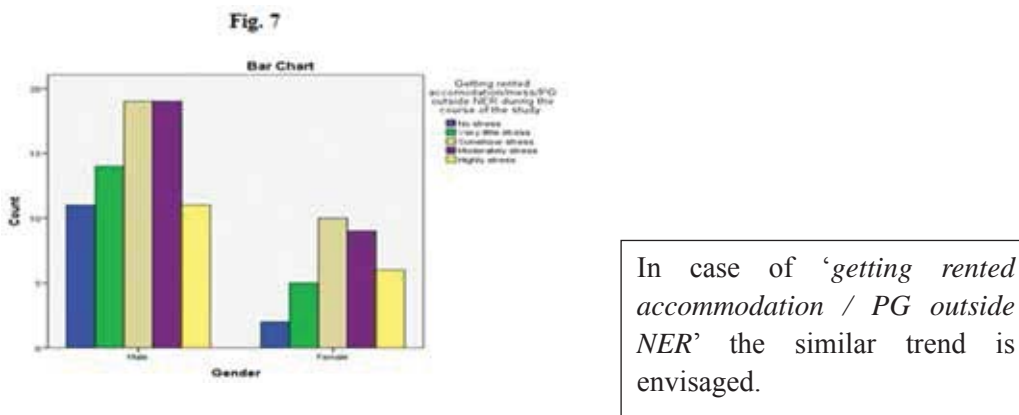


Fig. 7: Gender wise differences in Stress Level for ‘getting rented accommodation / PG outside NER’

Recommendations

- i. Dynamic laws may be passed and policies may be formulated to curb victimization of north-easterners. In every state there has to be north-east cell to be set up which would monitor, superintendent issues of discrimination, victimization of north-eastern students. A dedicated toll free helpline number may be created so that the victim could complain even a missed call could be tracked using GPS system. Better implementation of existing laws and policies is essential to preventing victimization of the same. Speedy trial on
- ii. first track court may be adopted to ensure the offenders get punished within a time bound manner. The proposed two new provisions in the Indian Penal Code (IPC) - sections 153 C and 509 A needs to be enacted so that the law enforcing agencies can deal with such offences that promote enmity on the grounds of religion, race, residence or language, with greater efficiency and jurisprudence.
- ii. The research findings indicate a few ‘LEAD Actors like Auto Rickshaw Drivers, Shop keepers etc.’ which are instrumental in creating such

- discrimination as per as NE students are concerned. Special Surveillances may be carried on such LEAD Actors.
- iii. Nationwide Awareness campaigns like 'Know Your Country (KYC)' may be organised to familiarize the Lead Actors with the lifestyles, customs and practices of people from 'Pan India' or the North-east in the line of 'Capacity Building for Service Provider (CBSP)' programs run by Ministry of Tourism, Govt. of India.
 - iv. It is really shocking and embarrassing that a substantial fraction of 'Faculty and Staffs' of the educational institutes are also part of this social evil. The MHRD/UGC etc. should make it compulsory that every faculty / staff should attend a workshop in the line of 'Know Your Country (KYC)' every year.
 - v. Victim assistance initiatives like counseling services, health camps, mental health programmes should be undertaken to alleviate the sufferings of those victimized.
 - vi. Greater funds may be allocated to conduct further research and social awareness in this area on periodic basis.

Limitations of the study

- i. The sample was considered to be the indigenous people of Arunachal Pradesh who have completed their U.G/P.G or both outside northeastern region. In the research work, the students who are presently studying outside NER are not considered. It is primarily focused on passed or outgoing university students who would be leading a significant role in the economy in the very near future.
- ii. The outcome of the research paper can be indicative of the state of Arunachal Pradesh. However, the similar study can

be conducted at various states, regions in the NER to achieve holistic perspective of Victimization of NER students outside North east.

- iii. This study is based on a particular instrument. However, the validity of the construct and reliability of the results can be checked by administering the instruments at different sample set to get the level of variance.

Scope of further Research

The survey may be conducted periodically to understand the trend i.e. frequency of occurrences and intensity of such occurrences so that appropriate psychological intervention as well as surveillance mechanism can be strengthened. A longitudinal survey may be conducted with the target population to study the effect of victimization across a long period of time. Similar research may be conducted with non-student North-east population migrating to other parts of India to understand the effect/s of victimization (if any) on the said population. The study could be repeated in certain interval to understand the changing dimensions or patterns of the key lead functions or factors. Attempts may be made to deploy small group of police personnel from north-east origin to the sensitive and vulnerable part of India where the personnel would play the role of student in disguise (civil dresses). The rationale behind this exercise is to understand and explore the source and gravity of such incidents. As they are trained police personnel and endorsed by local authority, there would be no threat rather it would create a fear psychosis in the minds of such prospective offenders understanding stringent surveillance exists in the region. In case any offender is caught, appropriate psychological intervention is required to understand the deep rooted ill mental construct among the culprits whether it is

because of sadistic pleasure or hatred hegemony or a result of vivid culture difference. The outcome of such study would help for balancing the situation.

Conclusion

The incidences of Victimisation of Northeastern students across India are not new rather the evidences are spreading every corners of pan-India. When such incidents are reported, recorded by administrative authority by registering cases it gets limelight in the leading media otherwise the issues remain unreported.

The surprising thing is that miniscule of incidences are reported experiences. The challenges before the administration are not only to ensure the speedy trials of the cases registered rather there is a great need to create precautionary or preventive measures so that the occurrences of such incidents do not materialize on surface. This paper essentially attempted on developing a model to prevent such incidents. The study is developed using the concept of 'issues priority matrix' which is predominantly focused on two broad dimensions one hand – frequency of occurrence and on the other hand, the impact or intensity of such incidents. Based on the composite score in both the dimensions the factors were ranked. This study attempted to rank the lead actors, common types of unpleasant and jeering comments towards northeastern students and types of discriminations faced while studying in the rest of India. Through this empirical approach, it is attempted to identify most deterrent areas both in terms of frequency of occurrence and its corresponding impact so that the law enforcing agencies can set up special taskforce or surveillance on key attributing factors. This will reduce operating cost, and object oriented programming towards surveillance procedure and triggered to curb

the problem up to a large extent. The research study finally concluded that the victimization or discrimination of north-eastern students are executed by few individual culprits or antisocial elements not by the societies at large across India.

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Annexure - I

Note: The excerpts of the research instrument which was used for the study is enclosed excluding some segments like socio-economic conditions, open-ended questions etc.

The excerpts of Questionnaire

Please read the statement carefully and tick (√) the correct option provided. In case your answer is yes, please rate the level of effect in terms of stress level 1-5 scale. (1= No stress, 2= Very little stress, 3= Somehow stress, 4=Moderately stress,5=Highly stress)

1. **Jeering/Making fun/Negative comments/ Swearing etc.** for being a student of N-E region by the following concerned persons. Please tick (√)in the option given.

	<i>Belonging from rest of India except NER</i>	Cases of Witness (f)		If Yes , How much stressed you are/were in the following scale (Impact)				
		Yes	No	1	2	3	4	5
1	By any batch mate							
2	By Senior Students							
3	Faculty/Staffs/Administrator							
4	Shopkeepers/ Waiter/Service Provider etc.							
5	Auto-rickshaw/ Public transportation							

2. Following statements are about Personal experience/information for being a student of North East. . (1= No stress, 2= Very little stress, 3= Somehow stress, 4=Moderately stress, 5=Highly stress)

	Please tick(√) in the option given.	Cases of Witness (f)		If Yes , How much stressed you are/were in the following scale (Impact)				
		Yes	No	1	2	3	4	5
1	Have you ever been called or branded as Chinky/ Chiny / Chinese/ anti national/ outsider/ seditionist etc.							
2	Have you ever faced the comments like “Go Back to North East, Go to China, This is not your country!” for being the student of N-E states/region							
3	Have you ever been verbally abused for being students from N-E region?							
4	Do you have any information that N-E students become the victim of perverted behaviour/sexually abused etc.							

5	Have you ever been subjected to any victimization/ violence/ crime/torture/arson/theft/robbery for being student from N-E region?							
6	Do you have information about false allegation in a crime for being a student of N-E region?							
7	Do you have any knowledge of humiliation with respect to traditional food habits & dress code for being from N-E region?							
8	Have you ever faced rejection, Isolating you in joint activities, Instigation against you to avoid you?							

3. Following statements are about the discrimination faced in the following dimensions: (1= No stress, 2= Very little stress, 3= Somehow stress, 4=Moderately stress, 5=Highly stress)

	Please tick(√) in the option given.	Cases of		If Yes, How much stressed you are/were in the following scale (Impact).				
		Witness (f)		1	2	3	4	5
		Yes	No					
1	Getting rented accommodation / mess/ PG outside NER during the course of study.							
2	Making you failed or under estimation during evaluation process							
3	Teaching/learning process							
4	Training & campus placement.							
5	Wrongly debarring you from class exams							
6	Denying recommendation, references etc.							
7	Not selecting as prefect/leader/ class representative for any events							
8	Exploitation in prices, cost, fare etc. for payment for product/ service							

Constitutional Rights of an accused against Self Incrimination: Comparative Position in India and USA

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Abstract:

The right against self-incrimination basically means that no one can be forcefully compelled to be a witness against himself by resorting to threat, inducement or bodily harm. Such principle is deeply ingrained in the common law system and also finds its expression in the Indian law system under Article 20(3) of the Constitution. Article 20(3) prevents any person to spill any information which may cause him harm. In the Kathi Kalu case court has said that it must be clearly established that the witness was forced to give away information and in the Nandini Sathpathy case it has been said that when a person has the right to remain silent, no one can forcefully extract information from him. Despite some of the advantages that narco-analysis test may offer, due to its lack of reliability and because it encroaches upon the right given under Article (20(3) of the Constitution, narco-analysis tests have been found inadmissible in Court of law. United States also recognises the principle of right against self incrimination and a person has the right to plead 5th Amendment if he is asked to answer a question which may prove to be self-incriminatory. Narco-analysis tests and like has found to be unconstitutional by the US Courts through various land-mark decisions and hence the position is almost similar like India. The researcher in this paper has tried to do a comparison between the two jurisdictions and discussed on the current position of law in India on the same.

Keywords:

Compulsion, self incrimination, confession, accused and constitutional remedy

1. Introduction

The origin of self incrimination has its origin in England during the 16th century. It is believed that Star Chamber and Ecclesiastical Courts picked up anyone from the street and compelled them to take oaths and asked them questions about their belief in theology, refusing which they were tortured¹. Subsequently such Courts were

abolished and a new principle was developed by the Church of Rome in Latin '*Nemon tenetur seipsum accusare*' which suggests that nobody can be forced to be a witness against himself². This principle soon became a very important limb of the common law and gained importance after protests from people against inquisitorial methods applied by the Crown against accused persons in the Middle Ages³.

Author Intro

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This principle which is considered as one of the most important limbs of common law has also been incorporated by the United States through the Fifth Amendment. The Indian Constitution under Article 20(3) also recognises the right that no person shall be forced in any manner to be a witness against himself. Section 161(2) of the Code of Criminal Procedure lends practicality to the right guaranteed by the Constitution, and the section says that everyone should try to answer the questions put forth by interrogator truthfully except those which will cause great harm to the person. After *Maneka Gandhi*⁴ case, the procedure of trial as envisaged under Article 21 must be free, fair and just which includes the right given under Article 20(3). After the 44th Amendment of the Constitution, Article 20 has been given non-derogatory status, that is, such right cannot be suspended, which shows the importance of the right given by the Constitution.

The researcher in this paper shall try to find out the trajectory of Indian cases on this Right and its present position and shall also analyse the position of law as exists in United States and shall try to draw a parallel between the same. The researcher shall also try to find out the view taken by Indian Courts and US Courts on Scientific Tests and whether it violates the right against self incrimination as envisaged by our Constitution.

2. Right against Self Incrimination: Position in India

Article 20(3) of the Indian Constitution has basically inculcated the rights given to accused in United Kingdom and USA⁵. The Indian

Constitution has adopted the English jurisprudence which says that everyone is innocent unless proved guilty and that person is not required to confess his guilt or admit anything without his free will. Such jurisprudential principles have been adopted by the Indian Constitution and have raised the right against self incrimination to a constitutional status under Article 20(3). This right is guaranteed to everyone and prohibits any form of compulsion that will make the person spill information which will cause him personal harm or injury. The Supreme Court in *M.P. Sharma v. Satish Chandra*⁶ announced that this right has the following essentials:

1. Only the accused is given such right
2. Such right prevents any form of extortion or compulsion to be a witness against his will
3. Such right prevents a person to give evidence against himself against his will.

2.1 WHO is an accused?

The right against self incrimination is a constitutionally guaranteed right. An accused is someone who has been arrested due to some offence that has been committed by him and there is a high chance that he may be charged with imprisonment for commission of such offence but it is not absolutely important that any investigation should actually take place. In the case *M.P. Sharma v. Satish Chandra*, court came to a finding that if a person has been formally accused and an FIR has been lodged against him and investigation has been lodged against him can claim protection under the guarantee⁷. In *Vera Ibrahim v. State of Maharashtra*⁸, it was held that since a customs officer had arrested

1. V. Kumar, Right to silence and self incrimination under Indian constitution, https://www.academia.edu/11693183/Right_to_Silence_and_Self_Incrimination_under_Indian_Constitution, last seen on 29/09/2017

2. A. Nadkarni, A critical analysis of *Nandini Sathpathy v. P.L. Dani*, 2015 available at https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2604514

3. *Ibid.*

4. *Maneka Gandhi v. Union of India*, AIR 1978 SC 597

5. Read A. Faujdar, *Self Incrimination-Reviewing the Constitutional Protection*, Vol 2 (10) IJIR 2016 available at <https://www.onlinejournal.in/IJIRV2I10/051.pdf> last seen on 1/10/2017

6. *M.P. Sharma v. Satish Chandra*, AIR 1954 SC 300

7. *Ibid.*

8. *Vera Ibrahim v. State of Maharashtra*, AIR 1976 SC 1167

the person merely for causing investigation under the Sea Customs Act, it is not actual accusation of offence as contemplated under penal Acts and hence the accused can't claim the protection guaranteed by the Constitution in this case⁹. In another case, Delhi Judicial Service Association v. State of Gujarat¹⁰, court came to a finding simple issuance of contempt notice to a person does not attract the protection under Article 20(3) as the contemnors are in a different position of the accused and contempt proceeding is different from criminal offence as they are not in the nature of criminal proceeding¹¹.

2.2 To be a witness

M.P. Sharma v. Satish Chandra¹² was a landmark case where the Apex Court said that oral, written and testamentary evidence is included within the contour of 'to be a witness'¹³. The constitutional guarantee as provided in the constitution not only covers oral statements made before a magistrate in Court room but also covers documentary evidence got by compulsion¹⁴ and hence the term witness has been enlarged to include oral as well as written documents or by way of signs and gestures under the Indian Evidence Act¹⁵. If such definition of M.P. Sharma case is followed, it would hamper the effective administration of justice as taking of finger prints and specimen signatures of the witness would be banned and the constitutional guarantee would act as a blanket cover which is why such a view was

overruled in a subsequent landmark case.

State of Bombay v. Kathi Kalu Ogod¹⁶ is also a very important case where the Apex Court came to a finding that the phrase "to be witness" as held in M.P. Sharma's case is very wide in ambit and hence needs reconsideration¹⁷. Supreme Court said that "*to be a witness is not equivalent to furnishing evidence.*"¹⁸ Supreme Court observed that self incrimination can only arise when the accused gives information or evidence pertaining to his personal knowledge and not any other information which though may help the Court in understanding the controversy and shed some light on the fact in issue but not based on the personal testimony of the accused¹⁹. Hence taking of specimen signatures, finger prints would though amount to furnishing of evidence but would not come within the meaning of 'to be a witness' as the accused is not giving any statement based on his personal knowledge and hence it would not come within the prohibition given by the constitutional guarantees²⁰. The Court in this case retreated that 'to be a witness against himself' protects an accused from giving away evidence which is incriminatory and hence Courts should use reasonable because illegally obtained evidence by police, Article 20(3) is hit as well as Article 21²¹. In the case State v. M. Krishna Mohan²², the Supreme Court came to a finding that taking of specimen handwriting and photographs as investigative tools would

9. Ibid.

10. Delhi Judicial Service Association v. State of Gujarat, (1991) 4 SCC 406

11. Ibid.

12. Supra. at 6

13. Ibid.

14. Ibid.

15. Ibid.

16. State of Bombay v. Kathi Kalu Ogod, AIR 1961 SC 1808

17. Ibid.

18. Ibid.

19. Shivani Mittal, The right against Self Incrimination and State of Bombay v. Kathi Kalu Ogod: A critique, 2(1) NLUJ Law Review

75(2013) available at http://www.nlujodhpur.ac.in/downloads/lawreview/Final_Self%20Incrimination.pdf, last seen on 11/10/2017

20. Ibid.

21. P.I. Bhat, Fundamental Rights, A study of their interrelationship, 149 (1st ed.,2004)

22. State v. M. Krishna Mohan, AIR 2008 SC 368

23. Ibid.

not be prohibited under Article 20(3)²³. Even though any evidence got by compulsion is not admissible in court but if any accused on his own gives some information to a police officer and subsequently there is a discovery of fact like murder weapon etc. then such evidence has been held to be admissible in evidence²⁴.

2.3 Compulsion to Give Evidence against Himself

The protection of right against self incrimination guaranteed under the Constitution is only applicable to a person who has been compelled to be a witness against himself, hence a necessary element of 'compulsion' is needed to claim protection under this Act but if the accused makes any statement out of his own volition or free will without any inducement, then it is deemed that that person has waived his constitutional privilege. Compulsion means duress which include threatening or beating the accused or his parents or children.

In the case *Nandini Sathpathy v. P.L.Dani*²⁵ the Supreme Court has increased the boundary of constitutional guarantee against self-incrimination and has held that the constitutional right does not exist only in the court room but is also available to a person sitting in a police lock-up sitting in front of a interrogator²⁶. Such constitutional right of the accused is not limited to the present case for which he is being interrogated but to other cases as well²⁷. The phrase 'compelled to' is not only limited to physical torture but also psychic torture,

atmospheric pressure and the like²⁸. Hence it is not limited to physical beating but also covers psychological interrogation techniques to extract incriminatory evidence. In this case, Nandini Sathpathy who was the previous Chief Minister of Odisha was called to a police station to give answers to some written questions during police investigation as she had been charged with corruption. She invoked protection under Article 20(3) and refused to answer the questions²⁹. She was prosecuted under Section 179 of I.P.C. for not answering questions asked by the police. The Court said that right to remain silent which is a constitutional right is not limited to the imminent case but it covers other cases too if the answers given by such person will likely lead to prosecution in some other case³⁰ and hence he can refuse to answer even though he is duty bound to answer all the other questions truthfully if the answers have a tendency to incriminate³¹. This case is also important because judiciary for the first time incorporates Article 22(1) in its judgements, which says that everyone has the "right to consult and be defended by a practitioner of his choice", as Krishna Iyer J. Famously observed that right against self incriminated can be safeguarded and promoted only by giving the accused to consult a lawyer of his choice³².

In *Yusufali v. State of Maharashtra*³³, a statement recorded in a tape-recorder by the police without taking requisite permission of the offender but also without using any oppression or compulsion was admissible as evidence³⁴.

In *V.S. Kutan Pillai v. Ram Krishnan*³⁵, if any

24 Read Section 27. Indian Evidence Act, 1872

25 *Nandini Sathpathy v. P.L.Dani*, AIR 1977 SC 1025

26 *Ibid.*

27 *Ibid.*

28 *Ibid.*

29 *Ibid.*

30 *Ibid.*

31 *Ibid.*

32 *Supra* 21

33 *Yusufali v. State of Maharashtra*, AIR 1968 SC 147

34 *Ibid.*

35 *V.S.Kutan Pillai v. Ram Krishnan*, AIR 1980 SC 185

search and seizure is made from the possession of the accused and if subsequently any document recovered as a result of such seizure is produced in the court, then such document shall be a admissible evidence as the accused was not forced to give self incriminating answers³⁶.

In *Amrit Singh v. State of Punjab*³⁷, the Court found out that taking hair from the accused for investigative purpose without asking is prohibited under the constitutional guarantee of right against self incrimination. The accused has the right to refuse to give a hair sample to the police and such right is covered under Article 20(3) of the Constitution³⁸.

2.4 Narcoanalysis Test and its Current Position in India

Most developed countries use narco-analysis test as a tool in their investigative process or also in public employment but it has drawn a lot of criticism from different quarters because it is doubtful if truth serum indeed leads a subject to spill the truth and also the admissibility of evidence received by such truth extraction as it might lead to testimonial compulsion violating the mandate of constitution, human rights and freedom.

In the landmark case *Selvi v. State of Karnataka*³⁹ validity of certain scientific techniques like Narco-Analysis Test, Polygraph Test and Brain Finger Printing or Brain Mapping test (BEAP) and said that compulsion to go through such tests without the consent of the accused was challenged as such tests go against the constitutional guarantee of right against self incrimination⁴⁰. The prosecution argued for utility of these new age investigative tools and

said that using these tools especially in sex crimes as normal investigative methods have failed to give the desired outcome. So the choice was between 'effective investigation tool' and 'personal liberty and freedom. The three judge bench of the Supreme Court discussed various case laws of jurisdictions like USA, UK, Canada and came to the conclusion that such tests are in the nature of testimonial compulsions and hence violate Article 20(3) of the Constitution and hence the power given to police officers to investigate under Section 156 and Section 161 of Cr pc cannot override constitutional mandate. The Court was also not satisfied with the effectiveness of the test as scientific development had not reached such progress to predict truth by using these tests and feared that it may be a powerful tool in the hands of police which they will wrongfully use to coerce evidence from accused and Court also took into account that there might be few experts and the credibility of the experts who can conduct such test⁴¹. Supreme Court observed that the right against self-incrimination is given to the accused as well as the people who are rounded off as suspects by the police and the witnesses who apprehend that their answers might incriminate them in some other case than the one which is being presently investigated⁴². The Supreme Court said that forcible administration of such tests would be incompatible with right to fair trial and such administration also dilutes the reliability of such evidence. The Supreme Court also found out that the compulsory administration of such techniques constitute inhuman treatment to the accused and is clearly violative of Article 21 and delineated the following guidelines namely that free consent of the person is mandatory before

36 Ibid.

37 *Amrit Singh v. State of Punjab*, AIR 2007 SC 132

38 Ibid.

39 *Selvi v. State of Karnataka*, AIR 2010 SC 1974

40 Ibid.

41 Ibid.

42 Ibid.

43 Ibid.

conducting such a test⁴³. If the person gives his consent without any external undue influence, then he should have access to a lawyer who shall explain to him the implications of such test and he should be there when the test is conducted. The consent given by the accused should be given in the presence of Magistrate who shall record it in the presence of the accused and his lawyer⁴⁴. The Magistrate shall intimate the person agreeing to such test in clear terms that the statement made when such test is administered shall be a statement made to police and hence will not have any confidential status⁴⁵. The Supreme Court also held that only an independent agency shall be given the right to conduct such tests. The Supreme Court held that the right against self incrimination lets a person remain silent or speak even though subsequent testimony proves to be exculpatory or inculpatory and forcible administration of the tests will violate 'substantive due process' and hence compulsory administration violates 'right against self incrimination'⁴⁶.

3. Right against Self-Incrimination: Position in U.S.A

The Bill of Rights is a very important document from which the right against self incrimination originates in United States. The Fifth Amendment of the Constitution of United States guarantees right against self incrimination to the United States citizens and says that "*no person...shall be compelled in any criminal case to be a Witness against himself in any criminal case.*"⁴⁷

Though Constitution in no clear terms states the right against self incrimination guaranteed to its citizens, however such right has been strengthened by various landmark judgements. Initially in the case *Adamson v. California*⁴⁸, when the right to remain silent was considered, the majority of judges did not take into consideration the Fifth Amendment but however the minority opinion said that by virtue of Fifth Amendment, the right to silence is absolute in US⁴⁹. In a later case *Griffin v. California*⁵⁰, the Supreme Court prevented the prosecution to make adverse comment to the jury just because an accused has refused to take stand. The Court said that adverse inference of guilt cannot be drawn just because a person has not taken stand because all accused has the right to silence and right to refuse taking stand because even the innocent defendant may be afraid to take stand in the apprehension that they will perform badly⁵¹. But the American Courts take into consideration the refusal to take stand by a defendant when deciding on the quantum of punishment at a later stage because it is the opinion of the Courts that the pressure imposed on a defendant to take 'stand' is not that great to actually jeopardise the protection given under right given in the Fifth Amendment⁵².

One of the landmark judgements delivered by Mr. Chief Justice Warren in *Miranda v. Arizona*⁵³ broadened the ambit of Fifth Amendment and after this case the rights against self incrimination came to be known as Miranda Rights. It was held in this case that any evidence retrieved by police during interrogation without giving full details of

44 Ibid.

45 Ibid.

46 Ibid.

47 United States Constitution Amendment V

48 *Adamson v. California*, (1947) 332 US 46

49 Ibid.

50 *Griffin v. California*, (1965) 380 US 609

51 Ibid.

52 Law Commission of India, Lok Sabha, Article 20(3) of the Constitution of India and the right to silence, 2002, available at <http://lawcommissionofindia.nic.in/reports/180rpt.pdf>, last seen on 21/10/2017

53 *Miranda v. Arizona*, (1966) 384 US 436

the constitutional privileges to an accused was inadmissible in the Courts of law. As there are no better means to devise a better mechanism to warn people of their rights against self incrimination, a police officer is duty bound while arresting him, before questioning to let that person know that the accused person has the right to remain silent and if that person makes any statement then such statement might be used against him as evidence and the accused person has the right to be represented by an attorney⁵⁴. If during such interrogation, the accused asks for the presence of his attorney during such interrogation, then such privilege is permitted and in fact all questioning will stop until and unless the accused gets an opportunity to confer with his attorney⁵⁵. This bunch of rights recognised by the Supreme Court is also known as Miranda Rights. Court also noted that just because the accused made some voluntary statements of his own or answered some questions does not deprive him the right to remain silent and prevent answering further questions before consulting with his attorney⁵⁶. US Supreme Court said that the defendant can take the stand and plead Fifth Amendment but such silence will not be used to draw adverse inference as to the guilt of the accused.

In United States right against self incrimination applies to only natural persons, is applicable only in criminal proceedings and is applicable only when element of 'compulsion' is present. A person can remain silent if in his own trial and neither the judge nor the prosecutor can ascertain adverse inference from the same and the jury is also reminded not to take any adverse inference of guilt.

In United States, a person can only invoke Fifth

Amendment privilege if such statement has a high chance of risk of imprisonment or if there is a high change that the accused will be imprisoned for failing to produce documents or testify. It is interesting to note that Fifth Amendment privilege can be pleaded in both state and federal proceedings.

The Fifth Amendment for the first time was properly invoked in *Malloy v. Hogan*⁵⁷ that the prisoner can plead such privilege as evidence regarding the owner of pool-selling operation may connect the prisoner with a more recent offence which he may have committed but however Supreme Court has confirmed in *Chavez v. Martenez*⁵⁸ that intense interrogation in certain circumstances warrants such questioning and it would not be violative of constitutional privilege.

In the case *Withrow v. Williams*⁵⁹, it was held that statements made by an accused in police statement due to threat or inducement and before been given Miranda Rights would not be admissible as evidence in the court of law.

It is interesting to note that in United States the Miranda Rights are not absolute and can be bent in certain exceptional case. If situation warrants, evidence elicited from an individual without giving him Miranda warnings can be admissible as evidence in the court if it can be proved that the circumstance was such that there was danger to public safety also popularly known as "Public Safety Exception". The Public Safety Exception for the first time was propounded in *New York v. Quarles*⁶⁰, where a rape suspect was arrested by the police in supermarket in the middle of night. The police handcuffed him and found an empty holster, the police asked for the gun and

54 Ibid.

55 Ibid.

56 Ibid.

57 *Malloy v. Hogan*, (1964) 378 US 1,3

58 *Chavez v. Martenez*, (2003) 538 US 760

59 *Withrow v. Williams*, (1999) 507 US 680

60 *New York v. Quarles*, (1994) 467 US 649

61 Ibid.

the suspect showed them the gun⁶¹. The Supreme Court allowed such evidence even though Miranda Rights were not made aware to the suspect before asking for evidence as Supreme Court noted it is spontaneity rather than strict adherence to routine procedures which led to the arrest of the rape suspect and hence in situation where public safety is at stake, then such an exception can be taken⁶².

3.1 Narcoanalysis Test : Position in USA

3.1.1 Polygraph Examination

Polygraph examination or Lie Detector test was invented by Lombroso, a criminologist who used to examine the honesty of an accused suspected of criminal conduct by measuring his pulse and blood pressure. One of the first judicial precedents which dealt with such type of a test in US is *Frye v. United States*⁶³, the Appellate Court said that in order for the court to accept expert testimony deduced from a scientific discovery it must have gained popularity and acceptance in scientific community and it was the opinion of the Court that the test measuring blood of the accused has not reach such a stage of popularity to have been accepted by the scientific community for the Courts to accept the testimony deduced from such test as it has not gained widely acceptance amongst the scientific community who work in such field in which the discovery or invention belongs to. Thus this case propounded the standard of 'general acceptance in the particular field'. However much later in 1993, the landmark case of *Daubert v. Merrell Dow Pharmaceuticals Inc.*⁶⁴, was a groundbreaking judgement where the Supreme Court overruled the precedent in *Frye* case and held that if scientific or any other kind of special

knowledge will assist the Court and jury to distil the truth then such evidence is allowed provided that such evidence is deduced by an expert witness who has knowledge or specialisation in the particular field and that person is allowed to give his opinion. Such judicial precedent opened the floodgates for accepting scientific evidence. In *United States v. Galbreth*⁶⁵, District Court took the view following the *Daubert* decision that polygraph tests can be admitted provided the examiner has at least five years experience in conducting such tests and other conditions. Even after *Daubert* there was a certain uncertainty prevalent as to the admissibility of polygraph examination but all such evidence has been laid to rest by the ruling of *United States v. Scheffer*⁶⁶ where eight judge bench ruled that evidence based on polygraph test should not be admitted because reliability of such evidence is based on various factors and there is no proper way to know if the conclusion drawn from it is accurate or not and also it might encourage collateral litigation as definitely people will challenge the conclusion of the polygraph evidence saying that the proper control questions to the accused was not asked etc. and hence also might influence the jury's role of identifying the credibility of testimony and hence such evidence should be excluded by the Courts.

3.1.2 Narcoanalysis technique

Narcoanalysis examination is a process by which a particular chemical, known as sodium pentothal also known as truth serum is administered to the subject intravenously by which the subject is induced to a trance and becomes less inhibited and this hypnotic stage is used by the investigators to get information or truth about a

62 Ibid.

63 *Frye v. United States*, (1923) 54 App DC 46

64 *Daubert v. Merrell Dow Pharmaceuticals Inc.*, (1993) 509 US 579

65 *United States v. Galbreth*, (DNM 1995) 908 F.Supp 877

66 *United States v. Scheffer*, (1998) 523 US 303

67 *State v. Hudson*, (1926) 314 Mo. 599

particular subject matter. The first case in this regard is *State v. Hudson*⁶⁷ where the Appellate Court refused to admit such technique into evidence as it is unreliable as its effects are not yet known and how does it distil the truth and hence unworthy from the scientific viewpoint. In *State v. Lindemuth*⁶⁸, the appellate court said that since the use of the drug and its reliability in extracting truth have not been given scientific recognition, usage of such evidence might be detrimental as medical experts in same conditions come to totally different conclusions. However, U.S. Court of appeals in *Lindsey v. United States*⁶⁹ admitted a testimony of a psychiatrist who based it on a clinical examination which included narcoanalysis test and other psychological tests, in fact in *People v. Jones*⁷⁰, Trial Court found that psychiatrist's opinion based on narcoanalysis test cannot be discarded altogether and overall conclusions of the psychiatrist got from such test can be admitted as evidence. In *Lawrence M Dugan v. Commonwealth of Kentucky*⁷¹ the court of appeal held truth serum tests cannot be admitted as they are not reliable and dependable. The United States has also disapproved the use of sodium pentothal to get information from the subject as held in *Townsend v. Sain*⁷². Hence C.J. Warren found that confession received by investigating authorities by subjecting the accused to a hypnotic state using truth serum is constitutionally inadmissible as evidence as drug induced confession is equivalent to confession got by physical torture or psychological torture as such confession is not a product of rational intellect and free will⁷³. In a case *State of New Jersey v. Daryll Pitts*⁷⁴, the Court bifurcated the

evidence into two parts and refused to consider the evidence which the accused spilled by giving truth serum induced interview especially because two experts at the trial gave opposite opinion on the utility of such test in knowing the truth of the events. Hence all the cases show that narcoanalysis tests have not been admitted as reliable test to find the truth in criminal trials.

3.1.3 *Brain Electrical Activation Profile (BEAP) test*

BEAP test or brain mapping which was developed by Dr. Lawrence Farrell is a test by which the investigating authority comes to know if the subject had prior exposure to particular stimuli by measuring the activity of brain by exposing a outside stimuli to the subject. It is also known as finger printing. Ascertaining the familiarity of the probe helps on understanding whether the subject is lying or not or to know some important information. In the case *Harrington v. Iowa*⁷⁵, Supreme Court of Iowa did not give any consideration to the brain mapping test and did into the question of its reliability. In *Slaughter v. Oklahoma*⁷⁶, the Court found that Brain mapping test is procedurally barred and it would not survive the Daubert standard.

4. Comparative Analysis and Conclusion

The above discussion on the right against self incrimination shows that the law on this are in India and U.S.A is pretty much similar. The only few notable differences in the law between the two jurisdictions are that while the right

68 *State v. Lindemuth*, (1952) 56 N.M. 237

69 *Lindsey v. United States*, (9th Cir 1956) 237 F.2d 893

70 *People v. Jones*, (1954) 42 Cal. 2d 219

71 *Lawrence M Dugan v. Commonwealth of Kentucky*, (1960) 333 S.W.2d. 755

72 *Townsend v. Sain*, (1963) 372 US 293

73 *Ibid.*

74 *State of New Jersey v. Daryll Pitts*, (1989) 56 A.2d. 1320

75 *Harrington v. Iowa*, (2003) 659 N.W.2d 509

76 *Slaughter v. Oklahoma*, (2005) 105 P. 3d 832

against self incrimination under Article 20(3) of the Constitution is only available to accused only, in USA the same privilege is not confined to accused but such privilege is extended to witnesses as well. Another difference is that the American Courts take into consideration if the accused has refused to take stand or has remained silent in the later stages while deciding quantum of punishment but in India no adverse inference can drawn by a judge if an accused has remained silent or has not taken stand. Another difference is that while there is 'Public Safety Exception' prevalent in US in exceptional circumstances, no such exceptions are there in India and in fact after the 44th amendment to the Indian Constitution, Article 20 and 21 can never be suspended even during emergency, such amendment shows the paramount importance given to Article 20 by

the drafters of our Constitution. The position of narco analysis test is same in both the jurisdictions. Even though narco-analysis test is very popular in public sector employment in USA, no weightage has been given to it by the Courts as its evidentiary value, such judicial precedents has in fact inspired the Indian judges in *Selvi v. Karnataka* case and it was decided that involuntary administration of such tests is against Article 20(3) and has given rigid mandatory guidelines to see that the tests can be subjected to voluntarily without any coercion from the police. However, since application of such tests are still in a nascent stage, it is yet to be seen how far Indian legal system and society accept such tests and how a balance can be achieved between safeguarding individual freedoms and effective criminal justice system⁷⁷.

¹ Read S.Verma, THE CONCEPT OF NARCOANALYSIS IN VIEW OF CONSTITUTIONAL LAW AND HUMAN RIGHTS, 1, 10 available at http://www.rmlnlu.ac.in/webj/sonakshi_verma.pdf last seen on 2/10/2017

⁷⁷ Read S.Verma, THE CONCEPT OF NARCOANALYSIS IN VIEW OF CONSTITUTIONAL LAW AND HUMAN RIGHTS, 1, 10 available at http://www.rmlnlu.ac.in/webj/sonakshi_verma.pdf last seen on 2/10/2017

Enhancing the Police Legitimacy in India: The need for Evidence Based Policing and Policy Making to Police India

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Abstract:

Evidence based policing (EBP) is an endeavour to use clinical research (EBP's) to deliver optimum, cost effective, friendly and a crime reductionist model of policing and policymaking. This also signifies a shift from the Triple R Technique of Policing (Random Patrol – Rapid Response and Reactive Investigation) to the Triple T Technique of policing (Targeting – Testing and Tracking) or adopting “what-works” standards to enhance police legitimacy simultaneously reducing excessive policing costs. The paper highlights evidence-based policing as the only pragmatic approach towards modern day policing for various reasons such as depoliticization of policing, targeting modern day threats, cost effectiveness as well as crime reductionist model that targets the root causes. While India seems to be embarking on the EBP model, is the present pace good enough?

Keywords:

Evidence Based Policing in India, EBP India, Police Legitimacy in India, Police-Policymaking in India, Randomised Control Trials in Policing.

Introduction

To start with the most common questions, what exactly is this Evidence-Based policing (EBP)? How can it enhance Indian police legitimacy and de-politicize it simultaneously making it cost-effective and crime reductionist? Is it a magic wand/spell or is it a much needed Midas touch upon the Indian policing? The answer to these rhetorical questions are rather straight forward and evidence based.

Whereas, evidence-based policing must not be confused with forensic sciences or *CSI-Miami* style investigation where DNA extracted from a crime scene eventually leads to the suspect or Sherlock Holmes, whose intelligence and cognition is more than enough to resolve any

crime. In fact, EBP is a concept borrowed from Medical Science, wherein the same is referred to as ‘Evidence-Based Medicine’. Whereas, Evidence-Based Medicine (EBM) is defined as a “process of systematically reviewing, appraising and *using clinical research findings* to aid the delivery of optimum clinical care to patients”. One aspect of clinical research in medicine is the use of Randomised control trials (RCTs), often referred to as ‘gold-standards’ in medicine. In a medical setting (RCT), individuals in a group are allocated at random (by chance alone) to receive one of several clinical interventions, and this group is referred to as a treatment group. While the remaining others, control group receives a placebo (sugar pill) or no intervention at all. RCT's

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thus seek to measure and compare the outcomes after the participants receive the interventions.

Likewise, Evidence-Based Policing is an endeavour to use clinical research to deliver optimum, cost-effective, friendly and a crime-reductionist model of policing. The only difference being the subject matter of the study, i.e. policemen (of course they are human beings too) and the research station is much bigger than a lab or an institution, e.g. a police beat (territory a police officer patrols), a particular area comprising various police beats or crime hot spot(s). Thus EBP is a controlled study of cause and effect, writes noted academicians Lorraine Mazerolle and Sarah Bennett on *Experimental Criminology at Oxford Bibliographies in Criminology*. But the change that is required to implement the peculiarities of Evidence Based Policing is addressed below. Therefore, the following section highlights how Indian Policing still continues to rely on standard policing techniques i.e. Random Patrol, Rapid Response and Reactive Investigations whereas Evidence Based Policing is all about the Triple T technique.

Evidence Based Policing: A Shift from Triple - R to Triple - T Techniques of Policing

A robust public police is fundamentally one of the most important factors that reinforces democracy, ensures safety, peace and harmony amongst the members of the public. But does robust and effective policing merely imply a prompt response to emergency calls and subsequent reactive investigations? Or is it something more than merely prompt a response? The policing “in 1975 was largely delivered in a one-size-fits-all strategy, sometimes described as the three R’s: random patrol, rapid response and reactive investigations” (Sherman, 2013: 42). However, the failure of triple R techniques of policing was inevitable, primarily due to the dynamic and evolving nature of society

and crime. Thus, a new approach i.e. the triple – T technique seems to be replacing the triple – R technique. Triple – T stands for ‘targeting, testing and tracking’, i.e. the evidence based policing or adopting ‘what-works’ standards to enhance police legitimacy, simultaneously reducing excessive policing costs in this world of austerity by adopting better policies.

As per Triple T – technique, “The police should conduct and apply good research to target scarce resources on predictable concentration of harm from crime and disorder, and once chosen, they should preview or conduct tests of police methods to help choose what works best to reduce harm followed with tracking of the delivery and effects of these practices, including public perceptions of police legitimacy” (Sherman, 2013: 42). If police legitimacy is multi-dimensional, i.e. derived from rules, justification grounded in beliefs and subsequent action (Beetham, 2003), evidence based policing (EBP) not merely provides the justification for beliefs (policy frameworks that directs police action), but also subsumes or legitimizes even those who may disagree with rules per se, obviously de-politicizing one of the most politicized arena of modern democracy, i.e. police force, especially in India. “It also affects the degree of cooperation and quality of performance from the sub-ordinates” (Beetham, 2003). Now the question is, what constitutes TTT or evidence based policing? Therefore, I will first highlight the elements of evidence based policing and the Triple T – technique, “which require a strong appetite for experiments”. (Sherman, 2013).

First step in the Triple – T technique is the ‘testing’ phase, i.e. to test an existing policy framework for shortcomings and loopholes. For instance, the Kansas City Preventive Patrol experiment, by withdrawing patrols from five patrol beats, confirmed that the frequency of patrols did not affect the incidence of crime. Furthermore, the theory that marginally faster response times would catch and deter more criminals was

effectively falsified by the Kansas City Police Department in 1977. It divided crimes into two heads, i.e. victim-offender “involvement crimes” like robbery, rape etc. and “discover crimes” like commodity theft, burglary etc. It then focused response time analysis on involvement crimes, with “response time” including three time periods: crime occurrence to calling the police (reporting time), police receipt of call to dispatch (dispatch time) and the travel time of police from receipt of dispatch to arrival at the scene. Using systematic observations method and interviews of victims, no correlation between response-related arrest probability and reporting time once the reporting time exceeded 9 minutes was found, whereas the average reporting time was 41 minutes. Similarly, reactive investigations did not have any positive effect on prosecution and deterrence in general. (Sherman, 2013).

Since the loopholes in the triple R technique were evident, with some doubts about the delivery of the treatment, the next issue was about resolving the problems highlighted above in a cost effective manner. This invariably led to the birth of Problem-Oriented policing. “Describing the case-by-case response to events as a myopic failure to see larger patterns, Goldstein recommended that police invest more time in treating the cause of those patterns rather than their symptoms.” (Sherman, 2013). Similarly other evidence based techniques revealed crime and harm concentrations at various hot spots in Minneapolis, which may ultimately be targeted through hot-spot policing without any significant displacement of crime, as always doubted by the sceptics (Weisburd & Telep, 2014: 2). This aspect will be dealt with subsequently in the sections below. But at this juncture, it is of paramount importance to highlight that the efforts must be made to find the deficiencies in the present model of Indian policing. The fact that India has a completely different and diverse socio-demograph when compared to the global north, is hardly material. This too will be highlighted below. However, it is now important to address

the use of randomized control trials (RCT's) in policing (criminology). RCT's have not only been referred to as ‘gold-standard’ in medicine, but have proved to be the benchmark of evidence based policing throughout the world.

Evidence Based Policing; Randomized Control Trials (RCTs): De-Politicizing Policing

Randomized Control Trials or RCTs forms the crux of the evidence based policing as a part of experimental criminology. “Experimental criminology is a family of research methods that involve the controlled study of cause and effect” (Mazerolle & Bennett, 2011). In experimental criminology, samples of people, places, schools, prisons, police beats, or other units of analysis are typically assigned (either randomly or through statistical matching) to one of two groups: either a new, innovative treatment, or an alternative intervention condition (control). Any observed and measured differences between the two groups can be across a set of outcome measures (such as crime rates, self-reported delinquency, perceptions of disorder) can be attributed to the differences in the treatment and control conditions.” (Mazerolle & Bennett, 2011). It is noteworthy, that experimental criminology, through randomized controls is the “best answer key questions about the causes and effects of crime and the ways criminal justice agencies might best prevent or control crime problems”. But apart from helping cost friendly and effective policy framework, RCT's in EBP can help mediate the differences between the politics and policies, as done in medical science (Loader, 2011). This is not only a global problem, but also one of the most fundamental problem faced by the Indian Police. “This situation is further complicated by an increasingly illegitimate political and electoral system, regular development of criminal muscle power and many distortions in the electoral arena” (Narayan et al., 2016). Furthermore,

“police officials are controlled by their bosses and elected politicians through a mechanism of transfers, postings, promotions and disciplinary action” (Narayan et al., 2016). The most robust and swift remedy to this panacea is Evidence-Based Policing.

As an example, reference maybe made to the National Institute of Health and Clinical excellence (NICE) in the United Kingdom, which “routes into the question of how best to deliver fair health care”. It further seeks to “remove difficult decisions about whether to licence new medical treatments and technologies for use by the NHS from elected politicians, and thereby restore public confidence in the health system”. According to Ian Loader and other like criminologists, if RCT’s and ‘what-works’ approach can inform better policies in medicine, irrespective of political influence, the same can be achieved in criminology and policing (Loader, 2012). Furthermore, “Politicization of crime and penal policy has had overwhelmingly baleful consequences. Critics have pointed here to the legislative hyperactivity that has marked this field of public policy and to the political claims-making that raised public expectations of penal solutions to the crime problems to unrealistic levels and perhaps rendered them insatiable” (Loader, 2012). Hence, Loader proposed setting up of NIC

JE (National Institute of Criminal Justice Excellence) “modelled on the operation and success of NICE”.

As per Sherman, “such a body could perform two, perhaps three tasks. First, it could make widely and freely available – to government, criminal justice practioners, campaigners and citizens – the best available evidence of what works across a range of areas of crime policy – knife crime, gun control, anti-social behaviour, domestic violence, policing and so on”. (Loader, 2012) Secondly, it could establish specialist

committees of criminologists and professionals to discuss the available evidence before issuing best practice guidelines to such bodies as the police, community safety professionals and sentencers. Thirdly, and this is presented rather more tentatively in Sherman’s argument, NICJE could make rationing/ resource allocation decisions for crime prevention programs, advising on, or even determining, how scarce public resources should be spent”. (Loader, 2012). But there are some obvious limitations to bear in mind. One of the most important ones being, “the epistemic objection which argues that criminological and related research into crime and its control has not produced, and cannot produce, a body of knowledge of an equivalent scale and reliability of kind generated by medical science.” This points to the treatment delivery in criminology as compared to medicine. Secondly, “within the philosophy of social science, that makes the wider and larger claim that social science is destined to produce knowledge that is ‘softer’, more contested and a less dependable basis, for practical intervention than that generated by medical sciences”. Treatment delivery to the treatment group or police beats are further questionable

Hence, the practicality of the ‘what-works’ approach is being challenged at the backdrop of “occasion of anger about crime, and a public culture that privileges the experiences and knowledge claims of victims and those who identify with them, to envisage (unpopular) evidence based decisions taken by experts doing little other than aggravating distrust among citizens who feel excluded from decision-making over issues about which they care passionately”.

Therefore, it is pertinent to answer the critics above. Firstly, it needs to be acknowledged that India already has a National Institute of Criminology, known as ‘Lok Nayak Jayaprakash Narayan National Institute of Criminology & Forensic science’. Furthermore, the Union Minister Rajnath Singh recently inaugurated

the Indian Police Foundation (IPF) and Indian Police Institute (IPI), New Delhi in October, 2015. As reported in General Knowledge Today, 'The Indian Police Institute will be a research and training institute for police officers for the pursuit of professional excellence. It has been set up in line with the Prime Minister's vision of a SMART, people-centric and professional competent police. (22/10/2015:1)

The intention is not to promote monopoly or expert based knowledge, as public discourse and participation is the epic centre of any democracy. Thus, any institution or policy based on 'what-works' approach needs to promote public participation and knowledge about the randomized control trials, especially in policing. These policies and trials should be made publicly available, open to scrutiny and discourse. Enhanced public consultation and involvement will ensure political backing in terms of both funding and implementation, which are fundamentally most important to conduct any policy relevant research. Thus "evidence becomes an instrument of politics rather than a substitute for it". Evidence based policing will also "supply one institutional answer to the question of how and why citizens should accept the moral authority of decision – making about best practice or the allocation of scarce resources – the outcome of which they may not always benefit from or else have other cause to disagree with". Perhaps to attract the political class, it's noteworthy that accountability in case of a policy failure based on EBP will not be shouldered upon them, which grossly affects their vote bank. This has already begun in global north in many countries.

Secondly, to ensure robust principles and strategies for policy-relevant criminology, it is important to 'translate causal claims'. As per Robert J. Sampson, Christopher Winship and Carly Knight of the Harvard University (Sampson et al, 2013), "in a causally complex world, policy research requires more than the

estimation of causal effect, even if precisely and well identified". "To translate criminological findings into policy recommendations instead requires a set of strategies that move us beyond the narrow confines of causal identification. As per Sampson et al, "these distinct topics or domains of inquiry that must be part of the translational process and that complicate the straightforward exportation of causal effect to policy are *mechanisms and causal pathways, effect heterogeneity and contextualisation*. Based on these elements, they propose policy graphs – which in turn maybe used to analyse the policy implications of a system of causal relations.

Similar to Heckman, they argue "that there is a large gulf between the kinds of information causal analysis typically provides and the kind of information that well-informed policy demands." (Sampson et al, 2013) Causal evidence in general is defined as a terms of evidence that documents a relationship between an activity, treatment or intervention and its intended outcomes, including measuring the direction and size of a change, and the extent to which a change may be attributed to the activity or intervention". Thus 'what-works' is not enough, instead the threshold ought to be 'what will work'. To illustrate the point above through a causal graph, the elements (mechanisms and causal pathways, effect heterogeneity and contextualisation) are discussed below in the illustration.

Illustration (Source: Sampson, Winship and Knight) : Minneapolis Domestic Violence Experiment and Follow – UPS

Initially by randomising police response, the MDVE (Minneapolis Domestic Violence Experiment) found that the arrest of an alleged offender (domestic violence) caused a marked drop in rates of reoffending (as compared with counselling or separation from partner). Based on this finding and strong results, legislators, policy experts and academics began supporting mandatory arrest policies. An assumption about the universality and strength of the causality

was thus made. Irrespective of warnings against premature extrapolation of experimental results, the findings drew national attention and quickly ushered in rapid and perhaps unprecedented change in how states and cities administered police responses to domestic violence. Subsequently 24 states adopted mandatory arrest policies. The equation of this simple causal relationship can be defined as:-

$$A (+) \rightarrow D (-) \rightarrow RV$$

Randomised arrest (A) increases deterrence (D), which in turn lessens the probability of repeated violence (RV).

However, in the course of time (6 years), the causal graph began to fray. In the 6 years after MDVE, whose results varied widely. On the one hand, studies in Omaha, NB, Milwaukee, WI; and Charlotte, NC not only found no evidence for the deterrent effect of arrest, but also reported increases in subsequent crimes. Colorado springs, Co, and Dade Country FL, on the other hand, did find evidence of deterrence. The reasons for such discrepancies requires an elaboration of the simplified causal graph above. "The differences in the domestic violence experiments could be explained by a combination of the heterogeneity of effects and differences in mechanisms".

As per the research conducted by Sampson et al., the differences in the domestic violence experiments could be due to two separate pathways, one involving formal sanctions $A (+) \rightarrow FS (-) \rightarrow RV$ and the other an effect of informal sanctions on socially embedded men ($A (+) \rightarrow FS \rightarrow RV$), both of which leads to decrease in RV. "Re-examining of data by Sherman et. Al (1992) also found that offenders with a greater number of social ties and thus greater stakes in conformity were less likely to reoffend than those missing such ties".

Thus, it is essential to note that an RCT may have a different relevance at a different socio-demograph and socio-economic background. It must also be borne in mind that context also

matters. In the MDVE experiment, mandatory arrest laws, although initially proved a deterrent may ultimately in the long run prove to be detrimental to the complainant partner. If a complaint was more likely to have an offender arrested, it would invariably lead to an increase in spousal homicide and may also reduce calls to the emergency services. This essentially highlights the importance of following up on the randomized control trials in the long term. However, most of the discourse above is western centric/from global north. The following section will highlight the growth of EBP in India, emphasizing India's diverse socio-demograph and the reasons implementing EBP expeditiously in India is of paramount importance.

Evidence Based Policing in India

Although most of the theories of EBP discussed above have been experimented in the global north, India seems to be making slow progress towards adopting this approach. RCT's in the global north have indicated an increased police legitimacy through enhanced procedural justice in policing. It has enhanced group identity more than individual or personal identity, and community policing has also promoted self-compliance. (Bradford et. al, 2014) Similarly, Rajasthan Police, in association with Massachusetts Institute of Technology, Indian Institute of Management, Calcutta and Yale University replicated the above RCT in the state of Rajasthan, India. The results were similar, along with some other findings on 'incentives'. (Abhijit Banerjee et al., 2008)

In a sample of 162 police stations serving almost 8 million people, the first experiment tested four interventions recommended by police reform panels namely: limitation of arbitrary transfers, rotation of duty assignments and days off, increased community involvement and on-duty training. Other than this, by enhancing intra-organisational procedural justice and treating rank and file officers in a just and fair manner yielded greater police legitimacy. An increased

and efficient police output in terms of better police conduct with the public (politeness) and enhanced victim and community satisfaction was observed. Incentives such as transfer from police lines to the police stations also seemed to have produced efficient policing. (5) But most importantly, it led to the de-politicisation of the most politicised arena, i.e. transfers. It is one of the most rampant problems faced by the Indian Police as “police officers are controlled by their bosses and elected politicians through a mechanism of transfers, postings, promotions and disciplinary actions”(6). If evidence-based policing can unequivocally prove the importance of incentives and dis-incentives of prompt transfers, it’s not hard to de-politicize this particular aspect of policing, and further more.

Similarly, the Sardar Vallabhbhai Patel National Police Academy, has tied up with universities like Cambridge and University College London to promote EBP and practices, reports Governance now in April 2010. Yet the implementation is a bit patchy, and requires further enthusiastic support. (Elizabeth Stanko, EBP Instructor at SVBPNPA). It is essential to note that root level amendments are required to be made in the present police hierarchy, with enhanced attention to the rank-and-file officers. It is them who interact with public at large and can directly promote procedural justice. Enhanced public participation and community police are the key to combating serious offences and terrorism, as the public is then more likely to support and report offences, including indoor offences like domestic violence. For the reasons mentioned above, EBP needs to be adopted at a much faster pace than currently being adopted, especially to police the diverse India we live in.

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Smart Traffic Enforcement and Intelligent Transport System



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Abstract:

Intelligent Transport System and Traffic Management have an important role in Road Safety. Intelligent Transport Systems (ITS) enables Smart Traffic enforcement. It is possible by use of techniques like; Passenger Information Systems, Mobile applications, Real time tracking Systems, CCTV etc. ITS tools are; Intelligent Signaling Systems, e Challans, Traffic flow Monitoring systems, Area traffic Control, etc. Incident management of traffic is an important part of smart traffic management. Traffic Management Centre is the heart of smart and intelligent traffic systems.

Keyword:

Road Safety, Intelligent Transport System, Smart Traffic Enforcement, Traffic Management Centre and Incident Management of Traffic.

1 Smart Traffic Enforcement & Intelligent Transport System:

Intelligent Transport System (ITS) and Traffic Management (TM) have an important role in smart traffic enforcement and overall Road Safety. ITS and TM complement each other. ITS in which information and communication technologies (ICT) are applied in the field of road transport enables various types of users to be better informed about the traffic and travel condition in order to make the travellers' journey safer and efficient with the help of 'smarter' use of transport network. Applying ICT to the country's transportation network delivers key benefits:

- Increasing the safety of motorized driver, passenger, bicyclist and pedestrian and

other non-motorized vehicles

- Improving operational performance of the transportation network, by reducing congestion
- Enhancing personal mobility and convenience

2 Traffic Management:

Traffic management is essentially adjustment of the demand and capacity of the traffic network in time and space, to better 'match' the traffic demand and supply (capacity). Traffic management measures are required to improve the safety and flow of traffic, reduce traffic emissions and utilize traffic artery capacity more efficiently. Broadly, the traffic management

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comprises the following elements and it also requires reliable, real time status information on the transport system:

- Information, control,
- Incident management,
- Demand management,
- Parking management,
- Driver support and monitoring, and
- Fleet and transport management.

Some of the examples of traffic management measures are variable settings for traffic lights, variable speed limits, variable message signs, parking guidance, dynamic lane management and dynamic route information.

3 Role of ITS for Traffic Management and Safety

The traffic signals perhaps were first application of technology to replace the traffic police personnel from the road junctions. The following ITS based TMS tools are used for traffic management:

- (A) Traffic Information
 - (i) Passenger information system – Advanced Traveler Information System (ATIS)
 - (ii) Traffic – transport information system
 - (iii) Mobile Applications
 - (iv) Real Time tracking systems
 - (v) CCTV
 - (B) Traffic Control
 - (i) Intelligent Signalling system
 - (ii) Automatic vehicle location system
 - (iii) Police patrol monitoring system
 - (iv) e- Challan (ticketing) system
 - (v) Pedestrian/biker detection system
 - (vi) Smart card based driving license issue system
 - (vii) Smart card based permit and registration certificate issue system
 - (viii) Traffic control maintenance services system
 - (ix) Traffic flow monitoring system
 - (x) Ramp metering system
 - (xi) Automatic speed detection system
 - (xii) Automatic number plate recognition system
 - (xiii) Automatic vehicle detection system (Image processing)
 - (xiv) Area traffic control system
 - (xv) Red light violation detection system
 - (xvi) Automatic traffic counter and classifier
 - (xvii) Wrong way vehicle detection system
- (C) Incident Management
 - (i) Emergency and accident response system
 - (ii) Automatic incident detection system
 - (iii) Distress call response management system – emergency road side telephone system, E-Calling.
 - (iv) Smart tracking and distress alert system for automobiles
 - (D) Demand Management
 - (i) Automatic fare collection system, electronic parking charge payment system and electronic ticketing system, and electronic road pricing system
 - (ii) Electronic toll collection system
 - (iii) Parking management and information system
 - (iv) Parking guidance system
 - (v) Intelligent parking lot management system
 - (E) Driver Support and Monitoring
 - (i) Journey time monitoring system
 - (ii) Car navigation system – vehicle information and communication system (VICS)

- (iii) Route guidance system – dynamic route guidance
- (F) Fleet and Transport Management
 - (i) Multimodal transportation logistics support system
 - (ii) Transportation monitoring system (fleet monitoring system: public transport, taxis, Jal (Water) Board vehicles, bank vehicles, school buses, ambulances, and government vehicles)
 - (iii) Goods vehicle weight monitoring system
 - (iv) Vehicle tracking system

4 Traffic Management Centre (TMC)

A special enabler for TM and ITS is the traffic management centre (also called traffic control centre). When the number of operational tasks increases, or the size and complexity of instruments and scenarios increase, a traffic management centre could become necessary. A TMC is the hub of transport management, where data is collected, and analyzed and combined with other operational and control concepts to manage the complex transport network. It is the control centre for communicating transportation-related information to the media and the motoring public.

TMC is a place where agencies can coordinate their responses to transportation situations and conditions. Typically, several agencies jointly manage the transport infrastructure, through a network of traffic operation centers.

For developed countries, traffic management centre plays an important role in managing transport operation in urban areas. Figures 4.1 and 4.2 show Traffic Management Centre at Newcastle University in UK and Technology used for Traffic Management Centre.



Fig. 4.1: Traffic Management Centre at Newcastle University



Fig. 4.2: Technology & Traffic Management

As a part of Advanced Travel Information System, Traffic Management System,

(ATIS) offers to users of transportation systems, travel-related information in advance or on real time basis to help them with decision making on route choices, estimate travel times, and avoid congestion. The following information using various technologies as shown in Figure 4.3 is useful for meeting these objectives:

- GPS enabled in-vehicle navigation systems
- Dynamic road message signs for real time communication of information on traffic congestions, bottlenecks, accidents and alternate route information during road closures and maintenance

- Website to provide a colour-coded network map showing congestion levels on highways (congestion index).

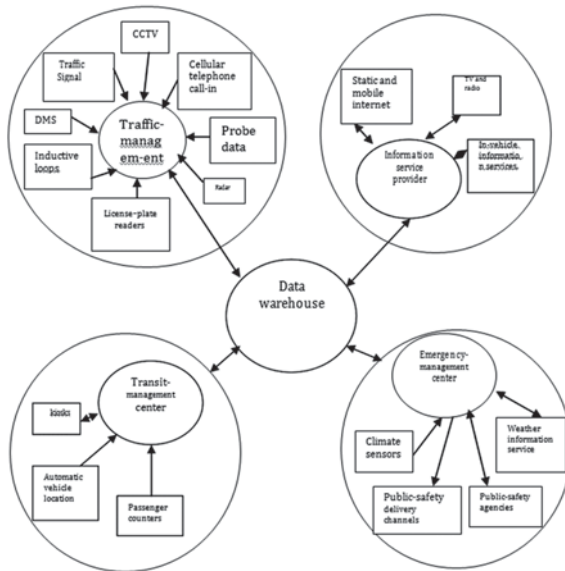


Fig. 4.2: Data warehouse dealing with data from various sources for ATIS

5 ITS Components to Enhance Road Safety

ITS components which are being deployed for road safety are as under:

- CCTV cameras
- Automatic Number Plate Recognition (ANPR) cameras
- Speed Detection cameras
- E-Challaning
- Variable Message Sign boards
- E-Calling
- Red Light violation detection system
- Intelligent Signalling system, etc.

6 ITS Technologies to Enhance and Support the Enforcement Traffic Rules and Regulations

6.1 Speeding

Speeding beyond limit is one of the major causes of road accidents. Use of speed cameras to detect speeding beyond limit and levying fines on the violators are increasingly being used by Traffic Police. A number of in-vehicle and infrastructure-based ITS and telemetric technologies can further assist Police in the enforcement of speed-related road rules. These tools include Intelligent Speed Adaptation (alerting and limiting), in-vehicle dynamic displays, flashing variable speed signs, school zone information built into existing route guidance or other systems, and brief school zone approach messages/alerts transmitted via a DSRC system. These technologies are discussed as under:

6.2 Intelligent Speed Adaptation

Intelligent Speed Adaptation (ISA) refers to a system that automatically warns the driver and/or limits vehicle speed when the driver, intentionally or inadvertently, exceeds the posted speed limit by a predetermined amount. ISA is one of the in-Vehicle ITS tools which continuously monitor the speed of the vehicle, aimed at encouraging or preventing drivers from exceeding the speed limit. The position of the vehicle is established via GPS or roadside beacons. The current speed and position of the vehicle is compared with the local posted speed limit. ISA system can issue warnings or limit vehicle speed if the vehicle exceeds this posted limit.

6.3 In-vehicle Information Displays

The In-vehicle information displays present drivers with information that would normally appear on static or variable signs outside of the vehicle. The in-vehicle displays can be used to provide drivers with information regarding temporary changes in speed limits due to road works, road or weather conditions or an accident. The road side beacons or internet or satellite can transmit this information to onboard unit

of In-vehicle information displays. The visual display used could be a stand-alone display or it is possible that it could be integrated as part of a multi-functional display into existing in-vehicle displays such as Intelligent Transport Systems to support Police enforcement of road safety laws. Further, it could alert drivers, using either visual or auditory alerts, to approaching traffic control devices such as stop, give way and no entry signs, and even inform them if they are travelling in a restricted use lane such as an emergency vehicle lane. Flashing variable speed limit signs are installed at a number of school zones to display the temporarily reduced speed limit during school crossing hours.

6.4 Driving Under the Influence of Alcohol and Other Drugs

Prevention of drink driving has remained a major challenge for law enforcement

agencies. Conventionally, breath and saliva testing technologies have been used for a number of years to test consumption of alcohol and other drugs. The modern ITS technologies could be used to assist traffic police in enforcing drink and drug driving laws. These include alcohol detection systems, performance tests, electronic licenses and keys, Closed Circuit Television (CCTV) to target drug and alcohol testing, and telematics systems that immobilize the vehicles of recidivist offenders during high alcohol and drug use times.

6.5 Alcohol Sniffer Systems

Alcohol ‘sniffer’ systems can detect the presence of alcohol on the driver’s breath

using sensors from a remote location. If alcohol is detected, driver is required to blow into a breathalyzer unit. If the breathalyzer unit confirms the presence of alcohol, then the system either immobilizes the vehicle or limits the speed of the vehicle to reduce crash risk and severity.

6.6 Performance Tests

The technologies are being developed which will be capable of detecting and assessing impairment based on reaction times and coordination. Such performance tests would require the driver to complete and pass a psychomotor driving task (i.e., tracking or reaction time task) when they first enter the vehicle and, depending on the results, will either allow the ignition to be started or will immobilize the vehicle.

6.7 Electronic Licenses

The drunk driving can also be prevented by use of Electronic licenses and smartcard

license readers. These devices could be used to help enforce alcohol restrictions and alcohol interlock requirements. Electronic licenses store information about the driver, such as their age, license status and any restrictions or conditions on their license, and use this information to determine if the person is allowed to drive. The electronic licenses could be used in conjunction with alcohol interlocks. For example, the system would disable the vehicle if the driver has alcohol in excess of the amount allowed.

6.8 CCTV to Better Target Alcohol and Drug Testing

CCTV or video analytics may be deployed to detect potentially impaired drivers

approaching alcohol testing sites. The system helps in better targeting alcohol/drug testing by identifying and targeting those drivers who appear under the influence of alcohol based on their observed driving performance. Police monitoring the traffic using this technology could inform the Police testers the details of vehicles that they should target.



Fig. 17.4: Traffic Enforcement Camera

6.9 Vehicle Immobilisation Technology

A telematics system installed on vehicles can immobilize them during high alcohol and drug use times (e.g., at night or on weekends). This system would prevent recidivist drink or drug drivers from driving their vehicle during these higher risk times.

6.10 Seatbelt Wearing

In an attempt to increase seatbelt-wearing rates, a range of seatbelt reminder systems is being developed and introduced by several vehicle manufacturers. Most of these seatbelt warning systems are linked to the driver's seat only. The new seatbelt reminder and interlock systems are designed to detect unrestrained occupants in all seating positions. The Seatbelt interlock systems are connected to one or more seats that contain sensors both within the seats and in the belt assembly. The vehicle ignition is disabled if these sensors determine that any occupant in the vehicle is not using seat belt. The frontal image speed cameras have also been developed to take a frontal image of vehicles detected speeding. These cameras are capable of identifying the driver of the vehicle and the front license plate. The image is detailed enough to determine if the two front occupants of the vehicle are wearing seatbelts.

6.11 Giving Way (emergency vehicles)

The emergency vehicles, ambulances, fire tenders etc. need to be given priority in traffic. The ITS technologies can provide drivers with an advanced warning of an approaching emergency vehicle in emergency mode (e.g., lights and sirens active) so they have more opportunity to move out of the emergency vehicle's path. In-vehicle emergency vehicle proximity warning devices have been developed that issue warnings to drivers when an emergency vehicle is approaching. These systems are designed to alert drivers to the presence of an approaching emergency vehicle before they are likely to be able to hear the siren in order to provide drivers with more opportunity to clear a path for the emergency vehicle and, thus, avoid collisions.

6.12 Railway Level Crossing Warnings and Camera

The Level Crossing gates of Railways especially unmanned ones have remained point of conflict and accidents. At unmanned Level crossing gates, there is no body to close the gate to road traffic when train passes through the gate location. A range of prototype technologies have been developed and evaluated that detect approaching trains and provide in-vehicle or infrastructure-based warnings to drivers at unmanned railway level crossings. These systems use a range of sensors and transmitters to detect approaching trains, such as sensors to detect the vibrations of approaching trains or transmitters located on trains that are detected by receivers in vehicles approaching the crossing. The approaching train warnings can be provided to drivers as visual and/or auditory warnings located within the vehicle or in the road environment around the crossing.

6.13 Keeping a Safe Following Distance

The rear-end collisions constitute a major proportion of all police-reported road crashes,

particularly in urban areas. In majority of cases the rear end collision is attributed to one or both of two principal factors: driver inattention or distraction and following a lead vehicle too closely. Rear collision warning devices have been designed to monitor the time headway between vehicles and either alert the driver about an impending collision (Forward Collision Warning) or assist the driver in maintaining an appropriate time headway from the lead vehicle by issuing visual and/or auditory alerts when drivers reach an unsafe following distance (Following Distance Warning). Time headway is defined as the distance in meters from a vehicle ahead divided by speed in meters per second. A number of 'close following detection devices' have been, or are currently being developed that can be used to detect drivers who are tailgating. Such systems provide Police with an objective measurement of vehicle's following distance. Cameras have been developed that are capable of detecting the distance between vehicles and taking a visual image of those vehicles that are detected travelling too close to the vehicle in front. Laser Technology, has also developed a hand-held laser speed detection system with a built-in following distance detection device. This 'Distance Between Cars' device is capable of determining the distance between two moving vehicles. The device can be used in handheld mode or mounted on a stationary Police vehicle. A camera unit can also be attached to the device so that an image of vehicles deemed to be following too closely could be taken (www.lasertechnology.com.au).

6.14 Prevention of Use of mobile phones in vehicles

The use of mobile phone while driving can be dangerous as reaction time of the user increases while using the mobile. The use of mobile phone jammers fitted to vehicles has been identified as a possible solution to preventing drivers from using hand-held mobile phones while

driving. Mobile phone jammers prevent mobile phone use by transmitting a signal on the same frequency as the mobile phone signal and at a high enough level so that the two signals cancel each other out. The mobile phone detector/alerter fitted in the vehicle that can determine if a mobile phone is being used. This system would then issue a warning signal on the exterior of the vehicle that alerts Police to the fact that a mobile phone is being used in a vehicle so that they can investigate further. Mobile phone alerters are currently used in hospitals, where mobile phone signals can interfere with medical equipment.

6.15 Licensing and Registration

The various technologies available for law enforcement using licensing and registrations of vehicles are as under:

6.16 Automatic Licence Plate Recognition Systems

Automatic license plate recognition (ALPR) system is capable of automatically detecting and reading the registration/license plates of vehicles that pass the system's cameras. The system can check the owner and vehicle details from the vehicle registration data base. ALPR system can be used by traffic police to detect a number of offences such as:

- Theft of vehicle
- vehicles with expired registration
- owners who have been disqualified from driving

ALPR systems can also be used to enforce other types of crime (e.g., notify Police that a vehicle owner is wanted for other, non-traffic offences). ALPR systems fitted to Police vehicles would prevent Police from having to manually enter vehicle licence plate information into their on-board system, decreasing their chance of being involved in a distraction-related incident. ALPR systems are increasingly being used by Police world-wide to assist traffic enforcement.

6.17 Electronic Licenses

Electronic licenses or keys can be used to prevent drivers from driving outside the conditions of their license (e.g., preventing drivers from driving during certain hours or from driving certain vehicle types). Electronic licenses could be linked to their owners in order to prevent people from using another driver's license to start the vehicle, by requiring drivers to input a PIN number or scan their fingerprint when they enter the vehicle.

6.18 Heavy vehicles

The detection of over loading in case of commercial vehicle has remained a challenge before the law enforcing agencies. The overloading not only damages road surface but also causes a loss of revenue (Road tax, excise tax etc) to the authorities. Further, it is a safety hazard as overloaded vehicles require more distance to come to a stop in case of brakes being applied to avert a conflict. Weigh-in-motion stations and vehicle length measuring devices are installed at a number of locations to detect violations of heavy vehicle mass and dimension limits. Cameras or ALPR systems could also be linked to these measuring stations to identify vehicles that exceed the maximum weight and dimension limits and issue infringement notices to the vehicle owner, driver or other responsible party.

7 Detection of Violations

A range of technologies exist that could automatically detect traffic violations and identify offending vehicles without the Police having to be present. Some of the technologies are discussed here under:

7.1 Closed Circuit Television

Closed Circuit Television (CCTV) could be fixed at different locations on the road network

to monitor driver behavior and detect the traffic violations, such as travelling in restricted lanes, illegal overtaking, failing to give way to other road users, using hand-held phones and not wearing a seatbelt or motorcycle helmet. CCTV could be linked to imaging technology or automatic vehicle identification systems in order to automatically send notices and impose penalties on traffic rules violators.

7.2 In-vehicle Event Data Recorders

The critical information about the vehicle like speed, location, acceleration, deceleration etc. With time can be recorded and logged using In-vehicle event data recorders. Event data recorders could be linked to a GPS receiver on the vehicle to establish vehicle location and programmed to record certain driving data. The traffic police to check violations such as excessive speed etc. can use the data from the system. The system could thus record violations such as excessive speeds in certain locations, which Police can then access to verify that an offence occurred. The use of event data recorders could also deter drivers from violating road rules in the first place because they know their driving behaviours are being recorded.

7.3 ALPR Systems and Electronic Vehicle Identification

ALPR systems and Electronic Vehicle Identification (EVI) systems can automatically identify vehicles once they have been detected violating traffic laws. ALPR systems automatically 'read' the license plate of vehicles to identify the vehicle. Electronic Vehicle Identification (EVI) devices can identify vehicles through an electronic tag located on the vehicle that contains unique vehicle information using a wireless communication link to read. This electronic tag can be located anywhere on the vehicle and can transmit vehicle information such as registration number, vehicle

identification (VIN) number, vehicle make, model and dimensions, and vehicle classification category. EVI can be used in a range of applications including traffic law enforcement, by automatically identifying vehicles that are speeding beyond limit, violating red lights, or moving in restricted lanes. Electronic tag readers linked to speed and red light cameras can be activated when a vehicle is detected speeding beyond limit or violating a red light. System designers and researchers claim that the use of EVI has a number of advantages over automatic license plate recognition systems, namely being able to detect every vehicle passing the reader unit unlike license plate recognition systems which cannot read all license plates under certain lighting conditions or if the plate is dirty. But EVI systems require tags to be placed on the vehicle, either at the time of manufacture or as a retrofitted device, which increases the cost of these systems.

7.4 Remote engine immobilization

Remote engine immobilization works by preventing the vehicle from being restarted once the system has been activated and the engine has been switched off. Engine immobilization could also be coupled with a vehicle-tracking device so that Police can track the vehicle at a safe distance.

7.5 Remote speed governing device

A remote speed-governing device that limits the vehicle to the local speed limit requires the system to be linked with a GPS system and digital road map containing the speed limits, as well as a vehicle tracker.

This technology works by reducing vehicle speed to a point where Police would be able to more safely intercept the vehicle without the danger of a high speed pursuit.



Fig. 7.5: Electronic Toll Plaza

7.6 Vehicle Tagging and Tracking Device

An alternative to remote vehicle immobilization technology is vehicle tagging and tracking technology. A real-time vehicle tagging and tracking device called Star Chase was developed during 2006 in the US, that is capable of tracking offending vehicles in real-time. The system consists of an adhesive vehicle tracking dart containing a GPS receiver, radio transmitter and power supply that is fired by Police from a compressed-air launcher onto an offending vehicle. The launcher can be a hand-held device or mounted on the front of a Police vehicle. The offending vehicle's position is determined via GPS and wirelessly transmitted to the Police where they can track the vehicle in real-time.

7.7 Electronic Toll Collection

Today, most toll roads are equipped with an electronic toll-collection system, like E-ZPass, that detects and processes tolls electronically. E-ZPass uses a vehicle-mounted transponder that is activated by an antenna on a toll lane. Users' account information is stored in the transponder. The antenna identifies the transponder and reads your account information through reader as displayed in the Figure 17.5 The amount of the toll is deducted and you're allowed through.

7.8 Freight Mobility

This service provides information for the drivers, dispatchers, and intermodal transportation providers, enabling carriers to take advantage of real-time traffic information, as well as vehicle and load location information, to increase productivity. Therefore this system also acts as check for violation of over-loading in the freight traffic as shown in Figure 7.3.

7.9 Detection for Red light & Speed Violation

Traffic violation of traffic signal during red light and speeding beyond limit at signalized intersections in urban areas are very rampant where a policeman cannot cope with fully to prosecute the errant drivers. Therefore ITS based ANPR system become very effective in stopping these kind of traffic violations.

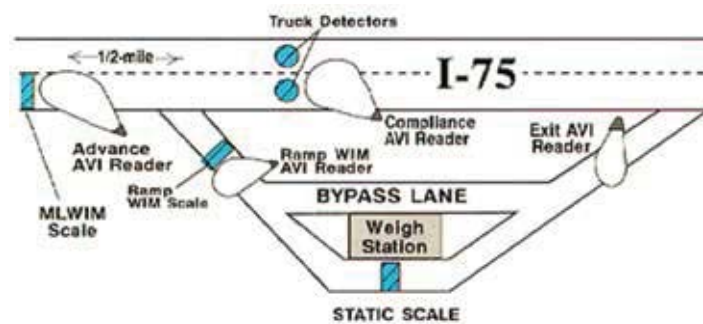


Fig. 7.3: Enforcement for Overloading of Freight Traffic

Conclusion:

Urban traffic complexities now require smart and innovative solutions and it is possible by Intelligent Transport Systems.

Bibliography:

Article material is by the author and contains information which is available in public domain.

Transformation in Traffic Management System of Howrah Railway Station (*innovative use of RFID technology*)



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Abstract:

Arrival at Howrah Railway Station used to be a nightmarish experience for the newcomers to the city of Howrah/Kolkata. Non-availability of taxis, cheating by touts by way of an exorbitant charging coupled with chaos and insecurity was the order of the day. This also resulted in a perpetual congestion point at the gateway to the twin cities of Kolkata and Howrah.

Experiment with RFID facilitated prepaid taxi booth is an attempt to enlist the co-operation of all the stakeholders like the Railways, the Taxi Unions and the Taxi Drivers, the RPF, the KMDA, the Howrah Municipal Corporation and the general public to mitigate these problems to ensure a safe, secure and convenient transit for the general public at Howrah Railway Station.

Keywords:

Radio Frequency Identification, prepaid taxi booth, waiting time, recovery of forgotten luggage, E-taxi booking.

Background of the initiative:

Howrah Railway Station is one of the busiest Railway Junctions in the Country. Both long distance and short distance local trains used by huge number of passengers avail Howrah Railway Station. On average, about 8-10 lakh people use Howrah Railway Station daily. The number of passengers increases to more than 10 lakh during festive season. It also serves as the transit point for other parts of Bengal and North

East India.

The people coming to Howrah Railway Station are mostly new to the place. Being unaware of the local conditions and environment many get unduly harassed and cheated by unscrupulous elements. This leaves most of them frustrated and sulking because there is no immediate authority to address the problem to. The time pressure and the urge to go to one's destination discourage them from complaining or pursuing the matter.

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Being outsiders the local political representatives and the media also does not get involved and the issue is not given much importance in the public domain. Nevertheless, the problems faced by these people are significant and needed immediate redressal.

The traffic management was plagued by serious, long persisting problems:-

- **Dysfunctional pre-paid taxi service-**

The taxi service was extremely slow and unreliable which led to a huge delay and resentment among the passengers. The passengers coming to Howrah Railway Station along with luggage and other family members including children and aged people often faced inconveniences and harassment while availing taxis. The harassment is in the form of a straight refusal, fleecing of passengers by way of exorbitant fares and non-availability of taxis during odd hours like late night hours. There was an unholy alliance between the touts, taxi drivers and a section of official machinery.

When the train arrives at the Howrah Railway Station, there is a sudden rush of passengers

coming out of the station to avail taxis. This resulted in a long queue before the Pre-paid Taxi Booth for collecting a coupon. After collecting the coupon, the passengers were required to go and stand in a queue again before the taxi line. Boarding of passengers in taxis usually takes 3-5 minutes and hence this also resulted in long queues for availing taxis. This double queuing and waiting time was a source of inconveniences and harassment and discouraged people from availing the prepaid taxi. Sometimes people preferred to go to touts who assured them ready availability of taxi. However, this was always fraught with possibility of duping / cheating of passengers by unscrupulous elements.

There were also complaints of passengers being looted of their belongings which involved significant safety and security issues. The chance of locating and getting back the forgotten luggage in a taxi was very remote. The taxis were parked unauthorisedly. These practices created a chaotic situation from traffic point of view which resulted in nightmarish experience for the incoming passengers particularly for the ones who are new to the city. All these created a

sense of insecurity and psychological tension in the minds of the passengers.



Earlier.....

The Telegraph

calcutta, india

Tout & taxi torment at city gateway



Earlier....

The Telegraph

calcutta, india

Entry Barrier

HOWRAH STATION - *The oldest station matches the busiest in making life difficult for visitors*



Earlier.....



The Times Of India

Want a cab from Howrah? Need nerves of steel



- **Encroachment by vendors-**

All open, public spaces near exit gates of Rly Station, Sub-ways (both exit mouth & inside), adjoining bus stands at GR Road, Lower Riverside Road (only exit route from the station) were heavily encroached by vendors. There was a deep rooted nexus between the encroachers, unscrupulous elements and the vested interests due to the high margins involved in the business in this area. They also enjoyed political patronage at the local level. This encroachment obstructed free flow of pedestrians & vehicles at all times of the day.

- **Traffic Management-**

The traffic system of this busy area was functioning in an unregulated environment. Till Nov 8, 2012 Government Railway Police (GRP) had the responsibility of this area. Their main focus was on law & order & traffic was their one of the lowest priorities. Unauthorized parking, random vehicles' movement, inadequate traffic personnel deployment, absence of automated signals, faulty designs of bus lanes caused havoc with the overall traffic management. This caused deep public dissatisfaction over persistent congestion in this area.

- **Crime Situation –**

Inadequate police presence in the area, chaotic situation & the resulting perception of lawlessness coupled with huge floating passenger population resulted into flourishing criminal pockets. This made movement in surrounding areas at night risky. Pick pocketing, bag lifting was common. Many gangs involved in drugs, stealing, illegal arms, fake currency, human trafficking were active in the area.

There were also a large number of instances of duping and assault of newcomers to the city by pavement hawkers, who showed them good articles and then cheated them by packaging faulty/defective articles. Whenever challenged/questioned by the customers they used to gang

up and beat the poor customers into subjugation. Money swindlers took innocent village and town folks visiting Kolkata for a ride. There were frequent oral complaints and adverse press reporting pointing to inadequate public service and safety issue.

When Howrah City Police (HCP) took over, a dedicated Traffic Guard (TG) was formed with a dedicated Inspector as in-charge with a full-fledged traffic team of 100 traffic personnel & 100 Civic Volunteers.

Purpose & priorities of the initiative:

Basic purpose is to ensure safety, security and convenience of the passengers arriving at Howrah Railway Station and convenience through improved services.

The priorities of the initiatives are as follows:-

Related to Pre-paid taxi service

1. The foremost objective was to make taxies available throughout the 24 hours of the day. This was ensured through proper marshalling of taxies at Howrah Bridge and other adjoining areas and channeling them through dedicated corridors.
2. Creation of Pre-paid Taxi Booths at appropriate locations.
3. Proper queue for the passengers and allotment of taxies to the passengers on 'first come first serve' basis. This was achieved by using **RFID technology and compatible software** which drastically reduced the time required for allotment and thus resulted in highly reduced waiting time for the passengers.
4. The fare structure was highly transparent and rational which has been approved by the Transport Department, Government of West Bengal. Identification of various destinations and automatic fixing of fares eliminated the anomalies in pricing.
5. The Pre-paid Booths are manned round the clock by the traffic police personnel.

Hence, taxi refusal at Pre-paid taxi booth has been totally eliminated.

6. The area around Pre-paid Taxi Booth and the taxies boarding area is under CCTV coverage. This has almost eliminated pick pocketing and theft of luggage from this area.
7. When the taxi enters into the Pre-paid Taxi Booth, the RFID data stored in the tag fixed on the widescreen of the taxies is read by the reader and automatically loaded in the system. This has helped monitoring total database of the taxies coming to the Howrah Railway Station. The database is further used for traffic engineering analysis and related developments.
8. The role of touts and middlemen who dupe the passengers by creating a sense of friendliness and helpfulness is eliminated as the taxies are readily available just outside the Station. This is also indicated through information and directional boards inside the Railway Station.
9. The RFID system has also eliminated corruption in allotment of taxies by favoritism by an official concerned. Thus the system is totally transparent and fair to all taxi drivers. This has eliminated major grudge of taxi drivers against booth operators. The technology eliminated manipulation and partisanship by vested interest which earlier created a sense of resentment among other stakeholders.
10. The system has also helped in recovery of stolen and missing luggage of large number of passengers. This is possible due to RFID technology and data available.
11. The safety and security of the passengers is ensured as the passengers return the Pre-paid taxi challan after reaching the destination. The chances of passengers being dropped at wrong place or forcibly

driven out is reduced to a great extent because all these stakeholders know that their movement is being monitored and any misdeed will be easily detected during investigation. The passengers can register the complaint on 24 hours helpline.

12. Taxi driver gets back the payment from the payment counter after production of challan. This is highly convenient for the taxi drivers. The payment is blocked immediately if there is any complaint from the passengers on the 24 hours helpline which is printed on the challan.

Related to other aspects of Traffic Management

1. Reduction in chaos immediately outside the Railway Station by channeling flow of passengers
2. Criminal activities were brought under control by wide deployment of CCTV cameras & police presence at all vital points round the clock
3. The orderly movements of taxies, total enforcement of traffic rules and regulation and effective action against illegal parking resulted in streamlining of traffic flow in and around Howrah Railway Station and changed the landscape of the whole area.
4. The problem of massive traffic jam at the approach roads to Howrah Bridge and Howrah Railway Station was eliminated.
5. Removal of encroachment by daily drives reduced congestion.
6. Study of traffic flow scientifically & streamlining it with the help of automated signals, road markings, lane preparation and strict traffic rules enforcement has reduced the congestion drastically.

The initiative was launched on **12th April, 2013** & being upgraded regularly.

Strategies adopted for bringing about the transformation and positive impact:

Scientific methodology was adopted to bring out the transformation in the system and create a positive impact benefitting huge number of passengers at Howrah Railway Station.

- i. **Study of existing system:** The existing system in vogue at Howrah Railway Station was extensively studied. The various stakeholders and the extraneous factors affecting the functioning of Pre-paid Taxi System & traffic movement were identified. The role played by each of them was clearly delineated and its favourable / unfavourable impact was noted.
- ii. **Discussion with Stakeholders :** The genuine stakeholders were identified. A detailed discussion on one as to one basis and in a group, coupled with on the spot observation was organized. The functioning of the system in totality and the desired role and responsibility of each stakeholder was agreed upon.
- iii. **Preparation of model :** The purpose and aims of the project were clearly spelt out. Theoretical Model was created indicating the specific task of each stakeholder. Steps were also suggested to cut the undesirable influence of extraneous factors like the touts and middlemen. The model was again thoroughly discussed threadbare among the stakeholders and modality was worked out based on consensus.
- iv. **Trial & validation :** For pre-paid taxis, the system was tested after installation of necessary gadgets in one lane of Pre-paid Taxi Booth as a pilot project. For other traffic measures, the changes were made gradually. The practical problems and further concerns of the different stakeholders were noted and necessary

rectification was effected. The system failure for any reason and the fall-back plan to be implemented in any contingency was discussed and approved. The model was finally approved and validated after further trials and successful tests.

- v. **Implementation:** The necessary gadgets were procured by different stakeholders after observing all necessary formalities. Necessary civil and electrical/technical work were undertaken. Modifications were made in the traffic furniture. Training of the personnel involved was organized. The system was then totally rolled out in phases for the benefit of general public.
- vi. **Evaluation :** The system was carefully evaluated based on quantifiable and non-quantifiable (psychological) factors before and after introduction of RFID technology facilitated Pre-paid Taxi Booth Services & other changes in traffic management. The round the clock manning, zero tolerance for indiscipline created groundwork for effective traffic management. There are frequent positive feedbacks from the passengers & other stake holders who were benefitted from the new system.
- vii. **Standardization :** The RFID technology facilitated Pre-paid Taxi Booth can be standardized and a proposal has been submitted to the Department of Information Technology and Electronics, Govt. of West Bengal. If the software is standardized along with the technical gadgets, the system can be adopted at all the Railway Stations, Bus Stands and Airports and other crowded public places. Its RFID tag and reader system can also be incorporated in the Safe City Project where movement of these taxis can be monitored at important locations, across the city.

New Traffic Management System of Howrah Rly Station—Components

1. RFID Based Pre-Paid Taxi System:-

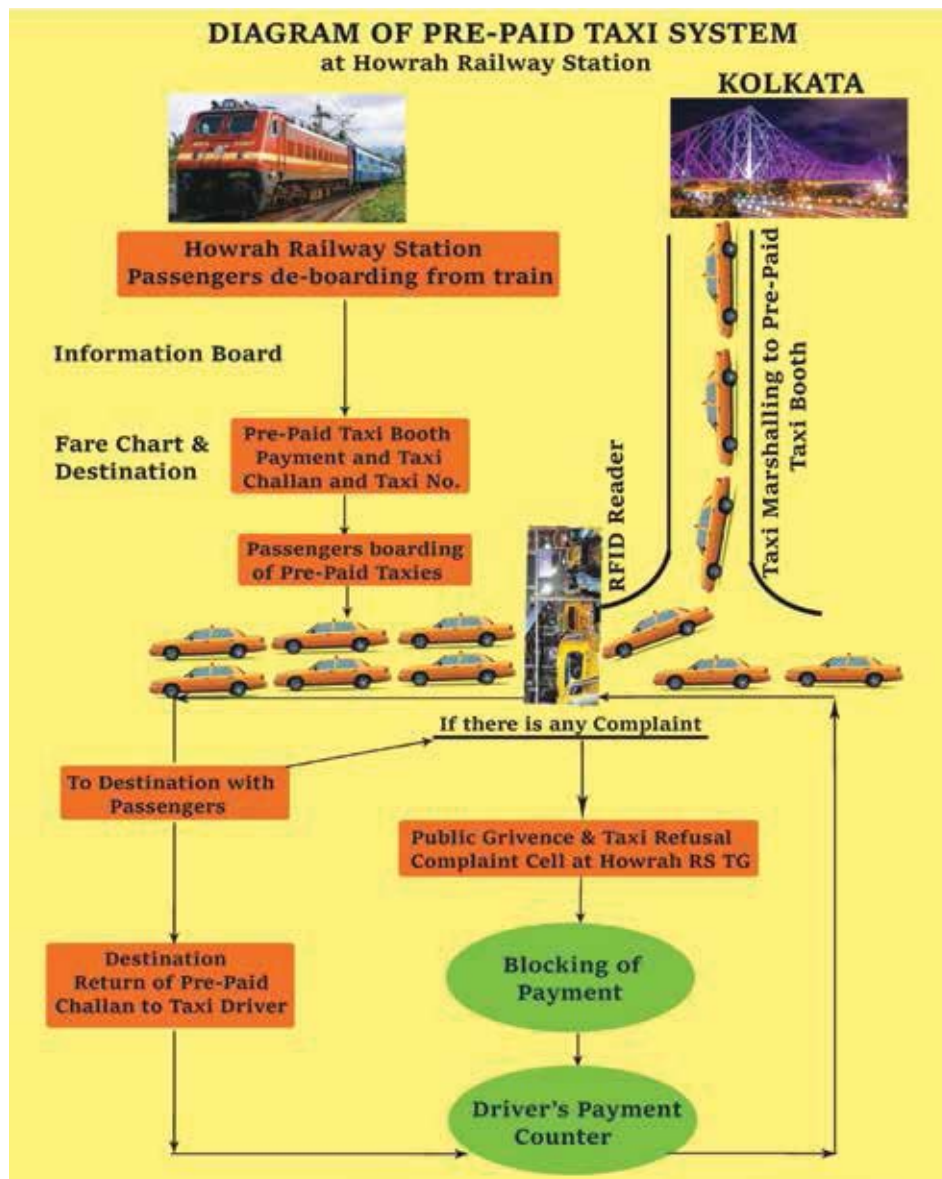
RFID technology is being used for the first time in pre-paid taxi system in India. A **Flow Chart** indicating the operation of RFID facilitated pre-paid taxi services is attached herewith:-

This system is made of following parts:-

- 6 RFID lanes are working. There is a metered taxi lane also with RFID machine for keeping track of taxi movement

- Each lane has 1 Tagmaster made RFID reader/antennae (German made & world leader in RFID systems)
- 4 pre-paid booths are available where passengers can book taxis (3 in old & 1 in new complex)

15,000 RFID tags already pasted in taxis (as on 25/07/15). Earlier Rs 15/- was being charged for each tag which was willingly paid by the taxi drivers. Now better quality tags are supplied for free under sponsorship by an advertising agency.



Now...



Now...



Now...



Now...



Now...



Now...



Now...



Pre paid taxi system at HWH Rly Station

How it was transformed



- Daily average of pre-paid taxi usage has jumped from around 600 taxis under old system to 6,500 taxis. Monthly data is as follows:-

MONTH	PREPAID TAXI SERVICE		
	2013	2014	2015
JANUARY	1,15,435	1,70,782	1,86,784
FEBRUARY	1,09,855	1,48,001	1,64,151
MARCH	1,27,262	1,78,203	1,87,495
APRIL	1,24,495	1,67,420	1,40,678
MAY	1,38,408	1,82,273	2,00,028
JUNE	1,42,517	1,89,584	1,78,343
JULY	1,28,852	1,71,821	
AUGUST	1,30,349	1,48,236	
SEPTEMBER	1,18,615	1,23,398	
OCTOBER	1,58,378	1,88,902	
NOVEMBER	1,54,383	1,66,138	
DECEMBER	1,80,714	1,93,979	
TOTAL	16,29,263	20,28,737	

- Full automation is the hallmark of this system with computerized pre-paid counters, thermal printed pre-paid taxi slips, extensive networking & a dedicated server room
- Bar-code is used in every taxi slip which helps in quick refund of fare to drivers
- In view of large amount of cash handling by the pre-paid system & the related problem of change, a new system of payment by Credit/Debit cards was introduced in October, 2014
- 24*7 control room was opened for passengers/drivers. In case of passenger complaints, a facility of blocking payment to the concerned taxi driver was introduced. This helped in creating deterrence.
- Return of lost/left over luggage of passengers-

List of Recovery Item								
Period	Cash	Mobile	Laptop	Gold	Silver	Camera	Printer	Other
Jan. to Dec. 2013	11,000/-	44 Pcs.	8 Pcs.	1. One Gold Chain & Something Jewellery. 2. One Mongol Sutra, Gold Earring, & Gold ring-2 Pcs. 3. One Gold Chain.	NIL	6 Pcs.	1 Pc.	Bags / Luggage
								1Pc. Laptop Bag
								2Pcs.Cricket Bags
								2Pcs.Umbrellas
								1no. Medicine Cartoon
								2nos.Brief Case, Suitcase
								5 nos. Ladies purse & money purse
								7 nos. Hand Purse with important document (ATM, Debit Credit, Pan, Voter ID cards, Driving License College ID cards Bank Pass book, Cheque Book etc.)
								86 nos. Bags
21 nos. Luggage's								
2 nos. Dairy								
Period	Cash	Mobile	Laptop	Gold	Silver	Camera	LED TV	Other
Jan. to Dec 2014	98,080/-	87 Pcs.	14 Pcs.	1. One pair Gold Earing, One Gold Chain. 2. One Gold Chain, one gold Bracelet.3. 2 pcs gold chain & 1 piece locket	Jewellery	9 Pcs.	1 Pc.	77 nos. Luggage
								91 nos. Bags, 1 no. Rice Bag (25 kgs).
								1nos. Red Colour Jacket
								21 nos. Wallet & Ladies purse, 2 nos. Fans.
								9 nos. Hand Purse with important document (ATM, Debit Credit, Pan, Voter ID cards, Driving License College ID cards Bank Pass book, Cheque Book, Mark-sheet, official ID Card,pendrive,dongle,Tea, etc.)
								2 nos. Brief Case, Suitcase.
	2 nos. Bangle, Many toys. 05 pcs Medicine box & file, 03 pcs Video games 80kg. Rice, Valuables document , ATM Cards, Pan Cards, Voter ID Card, Adhar Card,01 pcs Tea Bag, New Dresses, Mixture Grinder, Shawl, Sari, Books, Key board, winter dresses costly, CDR							
Period	Cash	Mobile	Laptop	Gold	Silver	Camera	LED TV	Other
Period	Cash	Mobile	Laptop	Gold	Silver	Camera	LED TV	Other

Jan. to June. 2015	Rs. 202900/- only.	58	11	9 sets- Approx. 250 gms.	1 set- Apprx.- 30 gms.	3 Pcs.	nil	02 pcs. Pen drives 03 pcs. D/L 05 pcs. Jacket 02 pcs. Sweater 01 pcs. Black Blazzer 06 pcs. Ladies Purse 01 pc. Dongle 02 pcs. Mat 08 pcs. Hand purse 04 pcs. Money purse 03 pcs. Suitcase 06 pcs Wallets 02 pcs. Laptop charger & bag, Lunch box, 15 pcs Luggages 38 pcs. Bags Importance & valuable documents, official documents, Flash, Pan cards, Voter cards, ATM cards, Credit & Debit Cards, Office ID cards, Student Card, IDBI Debit card, HDFC credit card, etc.
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- E-Taxi system was launched in April, 2015 where passengers were given facility of booking pre-paid taxis online (www.howrahcitypolice.in). This has resulted into following benefits:-
 - o reduced waiting time of passengers for availing taxis
 - o reduced cash handling & associated complexities at pre-paid booths
 - o with spot booking through taxi booking kiosks, passengers can do spot booking. This added to the convenience of the passengers. Hence number of pre-paid bookings increased at Howrah Rly Station without any recurring cost

2. ENCROACHMENT REMOVAL DRIVES:-

Traffic Guard was made the nodal agency in removing unauthorized vendors from this area.

Following steps were taken for this:-

- Daily drives jointly with Golabari PS staff
- Seizure of wares of vendors & sending them to PS
- Removal of supporting structure which vendors used like bamboo structures, concrete blocks, tables, ropes
- Identifying the storage places for these wares & seizing them. This disrupted the logistics chain of these illegal vendors
- Approaching agencies for construction of concrete roads where vendors used to sit & channelizing vehicles through those places

3. TRAFFIC MANAGEMENT INITIATIVES:-

- 4 new automatic signals were installed
- Bus lanes & roads approaching Railway Station had sharp bends. These were

- straightened & strong median dividers installed to prevent cross over by pedestrians thus reducing accidents
- To direct a huge flow of passengers through sub ways, all roads/pathways/pedestrian path at Howrah bridge were covered by strong median dividers. Long chain of Guard rails were used to channelize the above flow for smooth & safe passage to pedestrians. Smooth flow of traffic was ensured by preventing unauthorized flow of pedestrians on all the roads. This also reduced the minor road traffic accidents in Howrah Railway Station area.
 - Lower riverside road, the sole exit road to Howrah bridge from Station, was narrow & in bad shape. After constant persuasion, Rly authorities widened the road by reducing the existing fee parking space. KMDA authorities were approached to repair the road. After considerable efforts this road was made motorable.
 - Strict enforcement of no parking rule in & around the Station led to considerable reduction in congestion & also removed tout menace
 - Railway authorities were persuaded to open additional entry to parking bay of new complex which reduced the congestion and inconvenience to passengers.

Highlights / positive features of the initiative :

- **Transparency and stakeholder participation:** The RFID technology facilitated Pre-paid Taxi service is highly transparent and fair to all the stakeholders. The taxis are automatically enrolled and are allotted to the passengers on 'first come and first serve' basis. The manipulation by vested interest at any stage is automatically ruled out.
- **Innovativeness of the initiative and its replicability:** Though Pre-paid Taxi Booths are functioning at some places, the maintenance of record of each taxi availed from Pre-paid taxi booth is not available. Where the data is maintained manually retrieval of data is highly cumbersome and difficult. The usual system does not ensure any monitoring of Pre-paid Taxi to ensure that the passengers are dropped at the desired destination. The tracking and recovery of stolen/forgotten luggage is not very effective due to inadequate data. The manual system is also very slow and entails huge delays in allotment of taxi and lead to lot of inconveniences and harassment of passengers. The use of RFID technology for management of pre-paid taxi booth at Howrah Railway Station has been attempted. It has eliminated all these problems and makes the system very transparent, safe and secure. The delay time is drastically cut and is highly convenient for the passengers. The generated data helps in tracking and recovery of stolen/forgotten luggage and creates psychologically safe environment which ensures that passengers reach their destination safely. The system is working with huge success leading to the satisfaction of all the Stakeholders. The system is not only sustainable but can be replicated at all the Railway Stations, Airports, bus stands or crowded public places. If the software is standardized, the same RFID Tag can be read by sensors / readers at different locations/facilities and can serve as a safe and secure media of transport to the common citizens of the city.
- **Increased efficiency of outputs / processes and effectiveness of outcomes**

: The RFID technology facilitated service is highly efficient. The effectiveness is proved by appreciative feedback from the passengers and by positive media reporting. The RFID facilitated Pre-paid taxi management has increased passenger satisfaction to a great extent. The services are now more reliable, convenient, faster and safer. The orderly and congestion-free environment under round the clock police monitoring under CCTV coverage has drastically reduced pick pocketing and theft in the area.

- **Display of leadership / Team work by officers of Howrah Police Commissionerate:** The problem was approached as a serious public safety and inconvenience issue through rigorous scientific methodology based on the spot studies and deliberation with all the stakeholders. The project was implemented by clear cut task given to different stakeholders and team members. The team leaders at each level where required to coordinate with other stakeholders and display leadership and courage to withstand and neutralize vested interests. Motivating personnel to achieve the result was of vital importance.
- **Sustainability of the initiative:** The requirement of having safe and secure transit medium at crowded public places is universal and with standardized software the project can be implemented at any public place with appropriate adaptation. The project is highly sustainable as all the stakeholders derive huge benefits and have a very high stake in its continuation. Earlier the authorities did not get any revenue from the prepaid taxi booths. With the new project, fixed amount out of the service charges collected is available for undertaking traffic development measures

and for creating necessary infrastructure at pre-paid taxi booth.

Outcomes, i.e impact / benefits resulting from the initiative:

- **Improvement in delivery time of services :** The waiting time has been reduced and the need for double queuing has been eliminated. Since the introduction of RFID facilitated Pre-paid Taxi services, the waiting time for allotment of taxis has been drastically reduced. This is highly important from the passengers and public point of view as the requirement of taxis peaks up on arrival of a train and there is sudden crowding. The nature of the working of the pre-paid taxis is very time –sensitive.
- **Better beneficiaries’ feedback:** The feedback from passengers is very encouraging. The improved services have been appreciated by word of mouth and feedback from other stakeholders like railways, taxi drivers etc. It has also been reported in the newspapers and media. Copies of some of the media reports and appreciation letters are attached herewith. (Annexure II containing 22 pages)
- **Simplified procedures:** By erecting a rest shed with adequate lighting, fan arrangement, informative directional boards and a fare chart indicating a large number of destinations, elimination of chaos /congestion and a psychologically assuring environment has resulted in enhanced satisfaction of passengers and other stakeholders by way of simplifying procedures. The earlier requirement of double queuing, excessive waiting time discouraged many passengers from availing Pre-paid Taxi services which is highly safe, secure and reliable.

Improvement in measurable indicators

SI No.	Parameter	Before	After		
1.	No. of pre-paid taxis availed by passengers on an average/day.	3000-3500 (three thousand) on an average/day.	6000 (six thousand) pre-paid taxis on and average/day after installation of RFID technology in pre-paid taxi booth.		
2.	Average Waiting time.	More than 25 minutes. As there was only manually operated prepaid taxi booking system.	Less than 8-10 minutes.		
	a. In the first queue for payment and to get challan.	More than 10 (ten) to 15 (fifteen) minutes.	Less than 5(five) minutes in rush hour to get allotted taxi number from RFID technology facilitated prepaid taxi booth which is printed on booking challan.		
	b. To board a taxi	More than 8 to 10 minutes as taxi number allotted by Police personnel manually.	There is no waiting time to board a prepaid taxi as passenger is getting taxi number at the time of booking.		
3.	Recovery of Stolen / forgotten luggage	Year	Recovery	Year	Recovery
		2010	4	2013	169
		2011	3	2014	206
		2012	1	2015	174
4.	Congestion & time to get out of Howrah Railway Station area.	These used to be huge congestion and jam and it took more than 30-40 minutes.	Congestion of vehicular traffic has been minimized and during rush hour maximum 8 to 10 minutes is required time to get out of Howrah Railway Station area.		
5.	Availability of taxies.	Taxies were not available at night hours/odd hours.	Taxis are available in Old and New complex prepaid and postpaid taxi lanes round the clock 24x7.		
6.	Taxi refusal.	Taxi refusal was rampant.	Incidents of Taxi refusal are negligible. The duty officer sorts out the problem on the spot as officers and force are detailed round the clock 24x7.		

SI No.	Parameter	Before	After
7.	Incident of forcible eviction at another location/ destinations.	The cases if any, may have been registered at different police stations. Clear cut data is not available. As per verbal feedback, the complaints were numerous.	Incident of forcible eviction at other location/ destinations is negligible as the challan is handed over to the driver by the passengers after reaching the destinations. Further any lapse can be immediately reported on 24 hours helpline and payment of driver is automatically stopped. On average, 4-5 lapses are sorted out over phone per day. Only four drivers' payments have been stopped till date over written complaint from passengers.
8.	Duping/cheating and over-charging by taxi drivers / touts.	Earlier very few destinations were mentioned and there was a lot of discretion and possibility of misuse. In postpaid taxi area there was no control over taxi drivers/touts, as a result drivers were cheating and demanding an excess fare as they wished. There were numerous complaints of cheating and harassment of innocent passengers.	No such incident has yet been reported. Exhaustive list having the large number of destinations has been prepared. Based on complaint against habitual offender regarding over-charging of fare in post-paid taxi, 136 taxi numbers were reported to Public Vehicle Department to take necessary action against such taxies as per the provision of section 193 M.V Act. 120(b) W.B.M.V.R.

SI No.	Parameter	Before	After
9.	Complaint of misbehavior/ harassment by passengers.	The cases if any, may have been registered at different police stations. Clear cut data is not available.	Such complaints by drivers are submitted at different police stations where the incident occurs. However, CCTV footage can be useful for investigation. The drivers have reported negligible instances about this. In view of above, we also gave the helpline number on prepaid taxi booking challan. If any complaint is reported in 24 hours helpline number, then we try to solve the problem over phone or guide the victim driver to report to Local Police Authority.
10.	Complaint of misbehavior/ harassment of drivers by passengers.	Before 08/11/12 Howrah GRP was maintaining prepaid taxi area. The cases may have been registered at different police stations. Clear cut data is not available.	Such complaints by drivers are submitted at different police stations where the incident occurs. However, CCTV footage can be useful for investigation. The drivers have reported negligible instances about this. In view of above, we also gave the helpline number on prepaid taxi booking challan. If any complaint reported in 24 hours helpline number, then we try to solve the problem over phone or guide the victim driver to report to local Police authority.

SI No.	Parameter	Before	After
11.	Complaint of misbehavior/ harassment by taxi drivers	Before 08/11/12 Howrah GRP was maintaining prepaid taxi area. Clear cut data is not available.	This type of Complaint is negligible. If reported, this unit takes care of immediately to sort out the problem either over phone or otherwise. In view of above we also gave the helpline number on prepaid taxi booking challan. Only 4 (four) driver's payment stopped till date. One Public Grievance and Taxi Refusal Cell has also been introduced to address this type of problem immediately against written complaint or over phone of passenger and taken necessary action against the driver.
12	Complaint regarding encashment of fare by drivers	Before 08/11/12 Howrah GRP was maintaining prepaid taxi area. Earlier the drivers were made to pay a certain amount on various pretexts.	No complaints now.

The initiative taken at the Howrah Railway Station complex has changed the scenario of that area. The improved traffic situation and the general ambience have been widely praised by the general public, all the stakeholders and has improved police-public relation. It has enormously improved the general perception about police and particularly the newly formed Howrah Police Commissionerate.

NEW HMC MAYOR TAKES OATH P4&5

Every Friday

The Telegraph

howrah

FRIDAY 20 DECEMBER 2013



Hawker-free Howrah station

Gone is the chaos around the 159-year-old Howrah Station, the gateway to India, as the political will to work finally rears its head, reports **Amrita Ghosh**



The 159-year-old Howrah Station as seen from across the river: A file picture

The 159-year-old red brick facade easily catches one's eye travelling across the river to the west bank. Howrah Station, the gateway to eastern India, stands in resplendent glory, swathed in pale sunshine that highlights the grandeur of its colonial architecture. But as one approaches the heritage structure, a scene of complete chaos and mayhem breaks the illusion. Hundreds of passengers try hard to dodge the numerous hawkers, vendors, brokers, cabs, stalls and a hundred other obstacles that lie in their path as they hurry to catch their trains.

There are hawkers near the entry gates of the station trying to sell anything from fruits to locks and chains, a horde of brokers descend on the travel-weary passengers haggling with them over cab fares. Makeshift stalls occupy the sidewalks meant for passengers doing brisk business selling tea and snacks. All this, however, is gradually being done away with as Howrah city police have taken a string of measures to ensure both security and beautification outside the Howrah Station.

"Actually we were getting worried by the growing security threat



Hawkers line the main entrance to the station. (Right) Post-eviction, the entrance is free. Pictures by Gopal Senapati

in and around the Howrah station area. The area was so crowded that any terrorist group could strike any moment and melt into the crowd. So we decided to remove hawkers from outside the station and take several security measures that included installing of CCTVs," said Nishat Pervez, deputy commissioner of police (headquarters), Howrah.

"This time round, removal of hawkers did not create any furore. While earlier during the Left Front regime, the dominant hawkers'

union was led by a ruling party leader from north Howrah, who stopped every move to evict hawkers exercising his influence in the party and in the administration. After the change of power in the 2011 Assembly elections, a leader from Trinamul Congress also from north Howrah started controlling the hawkers' union. But he dared not protest the eviction as the decision of removing hawkers came from the top. "Before 2011, the hawkers' union was controlled by an influential CPM



leader from north Howrah. The union was so powerful that it was not possible for us to even stop new hawkers from adding to the confusion near the station gates, let alone driving them away. But now the situation is different. The present ruling party leader from north Howrah does not have the guts to go against his government's decision to clear hawkers from the station area," said a senior officer of Howrah city police. He said that though police were aware of the security threat

they dared not raise their voice against the then ruling party leader in the past.

"This time, the hawkers were not only evicted from near the gates of the Howrah station but also from near the bus stands near the Hooghly. "We no longer allow buses from Calcutta to park near the Howrah station. They have been asked to stop the buses only to allow the passengers to disembark," said the deputy commissioner (traffic) Dipankar Bhattacharjee. Earlier, mini buses of several routes, including Kasba-Rathala Howrah, Kasba Howrah, Golf Green-Howrah, Gariahat-Howrah were allowed to park near the Howrah station.

Rice hotels, tea stalls mushroomed near the bus stand. In the afternoon, vegetable vendors occupied most of the road leading to the Howrah station. "Even country-made liquor was sold near the taxi stand and bookies would operate openly in connivance with a section of the police outside the Howrah station. Those days are in the past now. Our government will not allow any antisocial activities near the station," said Ashok Ghosh, MIA from north Howrah.

CONTINUED ON PAGE 6 >

Before and after the eviction

FROM PAGE 29

After the hawkers were evicted, the road near the Hooghly was widened and renovated. Earlier, taxis were parked, near the police kiosk near the Howrah station, and brokers would openly whisk passengers into the waiting taxis and charge them double despite the existence of prepaid taxi booth. "The officers on duty near the Howrah station have been asked categorically not to allow taxis to park near the kiosk and allow brokers near the taxi stand. Stern action will be taken on dereliction of duty," said Pervez.

As a further step, at least 12 close circuit TVs will be installed bringing the entire area outside the Howrah station under the surveillance of police. "So far we have installed eight CCTV cameras both outside the old and new complex of the station. Four more will be installed soon," said a senior police officer. Beside, removing hawkers from the bus stands, Howrah police decided to bring both the Howrah and the Calcutta bus stands under the surveillance of camera. Senior police claimed that police personnel would keep an eye on the monitors 24x7.

Howrah city police have modernised the prepaid taxi stand to stop the flood of complaints regarding booking prepaid taxis. Earlier, taxi drivers managed to get long-distance passengers by bribing the people manning the prepaid taxi stand. Recently, a device called Radio Frequency Identification Device (RFID) has been installed on the rear-view mirror of every taxi. Whenever any taxi enters the booth, a recorder installed near the booth records the registration number of the taxi and allocates a serial number to it so that no taxi can jump the queue or manipulate the system of allotment.

"A gang was active near the prepaid taxi booth. They did not allow the people at the booth to work properly. The new system will render them useless. The gang members were also a security threat to us," said an officer of



Fruits, clothes being sold by hawkers. Pictures by Gopal Sengupta



After eviction, the road in front of the entrance to the station is cleared



The Howrah bus stand near the station before eviction



The Calcutta bus stand is cleared after eviction



Pedestrians have a free passage after eviction



Before the drive, passengers had to negotiate through this congestion created by hawkers



The subway near the Calcutta bus stand is cleared giving free way to commuters



Before eviction, hawkers lined the entrance to the subway making entry and exit cumbersome

government railway police (GRP). He said that there were several gangs operating in the prepaid taxi stand. They sometimes fought among themselves over the booth.

Howrah police has also talked to Calcutta Metropolitan Development Authority (CMDA) for the beautification of the area around Howrah station, including Sarat Park and Netaji Park. Sarat Park is near the approach road to the Bankim Setu and Netaji Park is near the approach road to the Howrah Bridge.

Both the parks are now in a very pitiable state. In the absence of maintenance, both parks have been covered with shrubs and creepers. Beggars and vagabonds stay there all over the year and at night the parks turn into dens of drug peddlers and their customers.

"We have requested CMDA to beautify the roads and the parks fall within the station area. Hope they will consider our request," said Nisbat Pervez, deputy commissioner (headquarters), Howrah.

The passengers are happy that the station area has been made clutter-free. "It is unbelievable. I never thought hawkers could be evicted from the Howrah station because they always enjoy political patronage. Now we can walk without any tension," said Binay Krishan Dey 45, a resident of Rishra.

Now the Howrah city police are waiting for orders from the Calcutta Port Trust (CPT) to pull down the makeshift hotels from the banks of the Hooghly. There are at least 30 hotels and restaurants lining the riverbank that have been closed for the last four years by a court order. These hotels and restaurants are blocking the view of the Hooghly.

"People coming from outside the state do not know that a beautiful river flows by so near the station. If the bank of the river is cleared of the hotels and restaurants, the Howrah station will look more beautiful," said environmentalist Subhas Dutta. The police are now ready to pull down these structures.



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No. DRM//Misc/2013,

Howrah, dtd. 27th Aug/2013.

Shri Ajeya Mukund Ranade,
Commissioner of Police,
Howrah

Sub: Letter of appreciation.

I wish to place my appreciation on record for the way I have witnessed personnel of Howrah Police on duty at the taxi stands at Old & New Complex of Howrah station, undertakes their responsibilities, in torrential rain during morning hours of 19th, 20th & 21st of this month. I could see them manning the taxi stand and controlling the queue without considering their own physical comfort. There was a shortage of taxis during this period at the twin stands and when some taxi drivers tried to play truant and avoid coming into the taxi stand, the said police personnel literally went out their way to force these taxis into the stand. This was all done to ensure that the commuters at the taxi stand could be spared a long wait.

I would like to compliment you and your officials at Howrah station for their dedicated showing on these days for which I have nothing but praise.

A. Datta

(A. Datta)
Divl. Rly. Manager,
Howrah

To
 The Inspector Incharge
 Howrah Railway Station.
 Traffic Guard
 Howrah City police.

Sub: Lost of Bag.

Respected Sir,

मैं विनया सिंह, 18/11/13 को हावड़ा
 स्टेशन के paid taxi booth से मैंने
 एक टैक्सी लिए जिसमें मेरा Bag छूट
 रह गया। इसके लिए मैंने Howrah Traffic
 Guard / Howrah City Police Station
 में complain किया कि मेरा Bag में एक मोबाइल
 फोन जोड़ी तीन का पेपर, एक छोटी पोपल, ATM card
 1500 रुपया का, जो police की सहायता से
 20/11/13 को मुझे ^{उसारे स्थान} मिल गया। इससे लिए
 Howrah Traffic Guard को धन्यवाद
 है।

Priyanka Singh.
 8013128500.
 20/11/13.

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Note for Contribution

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The paper/article with keywords and abstract should be between 2000-4000 words. The paper/article should be original and have not been published in any journal. A brief detail about author should be also submitted. The paper can be submitted through email:editoripj@bprd.nic.in.

The paper/article can also be submitted via post with hard copy in duplicate and a CD on following address. **The Editor, The Indian Police Journal, BPRD, , MHA, New Building, National Highway-8, Mahipalpur, New Delhi-110037**

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