

**INFLUENCE OF  
JANAMAITHRI SURAKSHA PROJECT ON THE COMMUNITIES  
WITH SPECIAL REFERENCE TO THIRUVALLA POLICE STATION LIMITS**



*Submitted to:*

**Home Department  
Govt. of Kerala**

*Submitted by:*

**The Research Institute  
Rajagiri College of Social Sciences  
Kalamassery, Kochi,  
Kerala**

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Community Policing, a new venture of Kerala police named Janamaithri Suraksha Project seeks the responsible participation of the citizens in crime prevention at the level of the local community, protecting the resources, both of the community and of the police, in fighting against crimes which threaten the security of the community. The Government of Kerala has decided to analyse the implementation of the project in the Thiruvalla Municipality of Pathanamthitta district to make it more appealing, receptive and educative to the people. The study was commissioned to the Research Institute, Rajagiri College of Social Sciences, Kalamassery, Kochi.

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**Dr. Celine Sunny**  
**Chief Co-ordinator**

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## **INTRODUCTION**

### **1.1 Background of the Study**

Forging partnerships between police and people is a concern of all democratic governments. The improvement of policing is part of the development process itself. Indeed, there cannot be any sustained development unless peace and order are guaranteed. The efficacy of policing will be nullified unless the community is taken into confidence.

Against the backdrop of growing threats of terrorism and globalization of crime, ensuring community participation in the maintenance of the public order and crime reduction are major challenges before all societies. Police-community partnership is needed not only to ensure economic and social development but also to achieve global peace.

Law Enforcement in a democracy is a process by which public security is ensured by securing and enlisting the willing co-operation of people who are simultaneously the beneficiaries of such enforcement. Citizens are subject to the law which they themselves create by means of established legislative processes; therefore they also need to proactively participate in the process of preventing violations of enacted law. The concept of community policing which seeks the responsible participation of the citizens in crime prevention at the level of the local community, conserving the resources, both of the community and of the police, in fighting against crimes which threaten the security of the community has thus emerged across the world. India has also



moved on these lines and tremendous efforts were taken to implement the project in the various states. Subsequently, the new dawn of community policing blossomed as a result of the recommendation of Justice K.T.Thomas Commission appointed by the Government of Kerala. This Committee in 2006 suggested the implementation of community policing on an experimental basis. Based on this recommendation, the Kerala police has conceptualized a statewide community policing initiative under the title ***Janamaithri Suraksha Project*** (JSP) within communities. A draft of the scheme was prepared after a series of discussions and consultations at the Government level and with all the stakeholders and various political leaders. Based on that, a pilot project was initiated in 20 police stations across Kerala in 2008. It was further extended to 23 more police stations in the year 2009. The year 2010 witnessed an expansion of the same to yet another 100 police stations.

There are many activities that are planned and carried out in Janamaithri Suraksha Project. It is the ‘beat officers’ appointed and trained under the Janamaithri Project who implement these programmes, for the prevention and minimization of crime and anti-social activities. A few of the activities carried out by the beat officers in this regard were:

1. Pride Suraksha Scheme (A Night Watch Scheme)
2. Subhayathra ( Traffic Awareness Campaign)
3. Navodayam (Anti Drug Awareness Campaign)
4. Sthree Suraksha Sandesam (Protection of Women & Children)
5. Suvarnavarsham (Awareness campaign)
6. Police-Security Agencies’ co-ordination Scheme.

7. Police Foreigner's Assistance Programme
8. Police- Manpower Association Coordination programme
9. Janamaithri Suraksha Paddhathi (Ensure Safety and Security of the Community with active co-operation of Public)

Based on this plan, the beat officers make efforts to know each house in their beats and also the members in each of these houses. They also organize various social and community awareness programmes. With the help of Janamaithri Samithis, beat officers have initiated crime & anti- social curbing programmes. Janamaithri Samithis consist of a group of representatives from the local citizen who aid police in various such initiatives. So, in many places the police-public gap is getting bridged to an extent. This has prompted a move towards the police-public participation in strengthening law and order. This will also facilitate in instilling a sense of confidence among the public.

A few years have passed since the implementation of Janamaithri Suraksha project and it is high time to check its impact in the community. An assessment of the project will help to know about the success of the implementation of JSP and also about whether the envisioned objectives of this project have been obtained. The findings will provide a data bank for the concerned authorities to re-check the implementation methods and correct them in order to make it more effective and sustainable.

It is in this context that the present study has been undertaken to analyze and to assess the impact of the implementation of the Janamaithri

Suraksha Project in the Thiruvalla Police station limits of Pathanamthitta district to make it more appealing, receptive and useful to the people of the area. .

## **1.2 Objectives**

1. To understand the socio-economic profile of the respondents
2. To study the knowledge/awareness about Janamaithri Suraksha Project (JSP)
3. To assess the activities carried out by the beat officers
4. To analyze the visits undertaken by the beat officers
5. To find out the impact/effectiveness of the Janamaithri Suraksha Project.
6. To identify the weaknesses/limitations of the project in its implementation.
7. To suggest appropriate measures for improving the effectiveness/impact of the Janamaithri Suraksha Project

## **1.3 Methodology**

### *Geographical Area*

Thiruvalla Municipality of the Pathanamthitta revenue district of the state of Kerala formed the Geographical area of the study.

The project in Thiruvalla municipality constituted 15 Janamaithri beats for the 36 municipal wards and each beat was looked after by 1 beat officer and 1 assistant beat officer (woman)

### *Profile of Thiruvalla Municipality*

Thiruvalla, the largest and most developed town in the Pathanamthitta district is situated on the western border of the district. The municipal town

limits are Thirumoolapuram, Kattod, Kuttapuzha and Manipuzha. The district's only railway station, (Class A categorized) is in Thiruvalla(TRVL) on the Ernakulam to Thiruvananthapuram/Cape Comorin rail route via Kottayam.

The city spans within a geographic area of 27.94 km with a population of 56,828 as of 2001 India census. Males constitute 48% of the population and females 52%. The municipality has a total literacy rate of 87.7%, male with 88.0% and female 87.5%. The Pathanamthitta district has a high percent of Hindus (56.28%) and a less percent of Muslims (4.6%). Christians constitute 39% of the district population. The rest included the Buddhists, Jains and Sikhs.



### *Universe*

Universe of the study comprised the whole population of 15 beats of Thiruvalla Municipality.

### *Sampling*

237 respondents were randomly selected from the different locations viz., viz. households, road and business establishments, of the 15 beats of Thiruvalla Municipality

#### **Sample based on Interview location**

Sl.No	Location	Sample size
1.	Households	225
2.	Business establishments	2
3.	Road	10
	Total	237

### **1.4 Methods & Tools of Data Collection**

#### *Methods*

Interviews, Informal discussions and desk review were the methods used for the data collection.

#### *Tools of Data Collection*

*Interview schedule:* the pre-tested interview schedule, which was prepared in consultation with experts, was administered among the respondents.

### **1.5 Sources of Data**

The respondents under study formed the primary data and the secondary data constituted the study reports and other documents pertaining to the subject of study.

### **1.6 Data Processing & Analysis**

Processing and Analysis of the data were carried out by making use of computer application - Statistical Package for Social Sciences (SPSS)

## **JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW**

‘Police are people and the people are police’ — this catchphrase of the Kerala Police's people's policing scheme, ‘Janamaithri Suraksha,’ is a new effort with an aim to bridge the gap between the police and public and to ensure people’s active participation in combating anti-social activities. An attempt has been made here to sketch in brief an overview of the project since its beginning.

### ***2.1 The Beginning.....***

A law enforcement agency that does not enjoy respect from the people of the country will not be able to serve the society well. Today, more than ever society expects the police to be providers of security, safety and succour. Presently, more than ever, there is a growing realization of the need for efforts on the part of the police themselves to promote the welfare and interest of the citizens. Recognising the pressing need for improving relation between the police organization and the people of the state and with the aim of ensuring all round security of citizens, the Govt. of Kerala has taken steps to facilitate the adoption of community policing initiative.

Justice K.T Thomas Commission, appointed by the Government of Kerala to suggest police reforms submitted its report in 2006. The report recommended that the government should implement community policing on an experimental basis. Accordingly the government asked the Police Department to prepare and submit a draft scheme. The draft scheme

submitted by the department in 2007 was discussed elaborately at various levels and based on suggestions/ recommendations by various persons a final project was prepared by the police department. The project in a nut shell is discussed below.

## ***2.2 Objectives of the Janamathri Suraksha Project***

Janamaithri Suraksha Project is the community policing project of the Kerala police. The project is structured so as to facilitate closer community involvement in ensuring security and safety within communities.

The objectives of the project were:.

1. To prevent crime in the society.
2. To elicit co-operation of the police and the public in security matters.
3. To ensure mutual co-operation of members of the public in the domain of security

The project envisages to strengthen the community policing theme by achieving the support of the local community. It is not a project aimed at bettering the image of the Police. It is also not a project wherein police duties are performed by the citizens. Rather it is a project to professionally strengthen Police and increase its accessibility to the needy public through close interaction with a better understanding of the public. Through the Beat Officers, every citizen living in the area will be known to the police and every citizen will be acquainted with the Beat Officers.

## ***2.3 The Components***

The major component of the project is Janamaithri Beat which centers around Beat officers who are police constables/Head Constables/ Asst. Sub

Inspectors specially selected and trained. The other components included in the project for better and effective results are; Janamaithri Suraksha Samithi and Janamaithri Kendrams

### ***2.3.1 Janamaithri Beat***

A local area which includes around 500 houses may be considered as a Janamaithri Beat Unit. A Police Station jurisdiction may be divided into as many 'Janamaithri Beats' as required. One Beat area should not exceed 3 Square Kilometers.

#### *Beat Officer and his Duties*

Each 'Janamaithri Beat' will be in charge of an Assistant Sub-Inspector or a Head Constable. The serving of summons, execution of warrant, locating the address, handling the Complaint Box and all other duties to be performed by the police in the area will be coordinated and done by the Beat Officer, subject to the supervision by the Station House Officer. Within 3 months of taking charge, every Beat Officer should personally know at least one member of every household in his beat. Every road, lane and by-lane in the beat should be well known to the Beat Officer. The Beat Officer should know not only the houses but also all other establishments in the beat area. He should constantly interact with service providers in the area like postmen, linemen, milkmen, gas agencies etc because they are the persons who frequent the area practically on a daily basis and should have constant channels of communications open with them at a personal level. The Beat Officer should also keep a rough map marking the major junctions, buildings etc. of the area. He should also keep a diary containing the phone numbers and address of all important establishments and persons. A copy of the map



and the diary should be kept in the Police Station also. The name and identity of the Beat Officer may be exhibited at important places in the beat area. This will help the public to know their Beat Officer. The name and identity of the Beat Officer may be exhibited at important places in the beat area. This will help the public to know their Beat Officer. At least thrice a week the Beat Officer should reach a pre-announced place at a pre-announced time so as to contact the public as well as to receive complaints from them. The details of such public contact programmes such as place, date, nature of complaints and suggestions received etc. may be entered in the beat diary by the Beat Officer, who may get it countersigned by the Station House Officer. Apart from the beat diary, a beat register should also be kept by the Beat Officer. This register, containing the details of daily matters, petitions etc., should be countersigned by the Station House Officer. The Beat Register should be kept in the Police Station. For, at least 20 hours in a week, the Beat Officer should go around the beat area on foot and do his work by contacting the public. The Beat Officer should gain the confidence of the public in his area in such a manner that any common citizen would feel free to approach him in a fearless and comfortable manner. The Beat Officer should be a role model to any citizen as far as his manners, etiquette and character are concerned

### ***2.3.2 Janamaithri Suraksha Samithi***

In every Police Station a 'Janamaithri Suraksha Samithi' should be formed. The Samithi should endeavour to undertake and implement the 'Janamaithri Suraksha Project' within the limits of the respective Police Station. With the help of the Station House Officer, the Circle Inspector may suggest the

names of persons to be included in the Samithi. The Sub-Divisional Police Officer may examine such names and such list of names will be submitted to the District Police Superintendent. After due consideration and such consultation as he may deem proper, the District Police Superintendent will constitute the Samithi and inform the concerned. The Samithi should have proportionate representation from among women and the Schedules Castes and Tribes. Respectable citizens from the locality who are active in the educational and cultural field should be included in the committee. High School/College Headmaster/Principal, Teachers, Retired Officers, Ex-servicemen, Corporation/Ward councillors, Merchants, NGOs, Workers' representatives, Residents' Association office-bearers, postmen, Kudumbasree office bearers etc. may be included in the Committee. Preference may be given to include office bearers of Residential Associations. Those who are involved in any criminal case should not be included in the Committee. Office bearers of any Political party need not be excluded from the Committee if they fulfill other conditions. Care should be taken to pre-empt allegations that any communal or political interest is treated with any special advantage. The structure of the Samithi should be in such a way that, ordinary citizens with civic sense and sense of social responsibility get an opportunity to utilize their talents for the greater safety of society at the local level. The process of constitution of the samithi should be above board, and the members should be persons who command the respect of the community. The Samithi should have at least ten members, and preferably not exceed 25. From amongst the Samithi members, the District Superintendent of Police may nominate one member as the Convener. The meetings of the Samithi will be chaired by the Circle

Inspector of Police and the Station House Officer will officiate as Secretary. An Additional Sub Inspector or an Assistant Sub Inspector from the Police Station may be designated as the Community Relations Officer by the Station House Officer. The Community Relations Officer should dedicate himself to the cause of implementation of the 'Janamaithri Suraksha Project' and should render all help to the Station House Officer for the success of the programme. The Samithi may be reconstituted every two years. The District Superintendent of Police may remove any member, who involves himself in any crime case or acts involving moral turpitude.

#### *Meetings of the Samithi*

The Samithi should meet at least once in a month, at a pre-announced date and place. In the meeting, the public residing in the Beat of that area, (or of other areas, if they so desire) can attend and give their suggestions. The participation of maximum number of people from the local Beat may be ensured. In case the participation of the public is very meagre, the Samithi may examine the reason for the same and give necessary advice to the Beat Officer. The minutes of such meetings should be prepared by the Station House Officer (Secretary) and a copy of the minutes should be sent to the Deputy Superintendent of Police and the Superintendent of Police. The supervisory officers should examine the minutes, assess the quality of the meeting, and in case it is felt necessary, provide advice to the Station House Officer. The Sub-Divisional Police Officers may attend such meetings once in three months; and the Superintendents of Police may attend such meetings at least once in a year. Apart from the monthly meetings, the Samithi may hold such other meetings as and when need arises.

### *Activities of the Samithi*

Different projects, chosen as per need, may be implemented after discussions and decisions in the Samithi meetings. As per local needs, the following types of projects, inter alia, may be implemented.

- Night patrolling with public co-operation
- Coordinating with private security guards
- Knowing new residents and strangers
- Fitting Burglar Alarm and security systems
- Helping senior citizens and physically challenged citizens
- Protection of women and children
- Awareness programmes
- Traffic Warden Systems
- Organizing Counselling centres to resolve family discords, drinking habits etc. may be started
- Monitoring maintenance of street lights, traffic lights etc.
- Implementation of projects encouraging blood donation, eye donation, organ donation etc.
- Organizing Self Defence Courses
- School -based safety & vigilance programmes
- Cooperating with Kudumbasree Units etc.
- Preventing illicit sale of liquor and drugs
- Monitoring illegal financial institutions
- Complaint Card Systems
- Disaster Management and Mitigation
- Trauma, Rescue and First Aid Projects

- □ Victim Support Cells

If so required, for the implementation of a particular project, sub-committees may be appointed for a particular area or for a particular project. Formation of such sub-committees can be done during the Samithi meetings and such Sub Committees can include persons appropriate to the task intended. The membership of such sub committees need not be confined to the members of the Station Level Samithi.

#### *District Advisory Samithi*

At the District level, an Advisory Committee headed by the District Superintendent of Police should be formed to ensure proper supervision regarding the functioning of 'Janamaithri Suraksha Project'. Members of Parliament, Members of Legislative Assembly, Municipal Chairmen / Mayor as well as other important personalities nominated by the Superintendent of Police may be included in the Committee. The committee may consist of 10 to 20 members. This committee may convene a meeting once in three months and review the working of Janamaithri Suraksha Samithis of the concerned District and give necessary suggestions, instructions etc. for improvement of their performance

#### **2.3.3 Janamaithri Kendrams**

To popularize the concept of Janamaithri Suraksha Project, Janamaithri Kendrams were opened in some places. These centers help people to come and interact with police. Classes on traffic safety, career guidance etc. are organized at such centers.

Janamaithri Kendrams have been functioning in some of the districts and in Battalions.

The main objectives of the Kendarm is to function as an information kiosk, developing Janamaithri Yuvakendram, to provide sports and youth training facilities, counseling space and facilities for women, giving career planning and self employment training, anti drug campaign, palliative care training, traffic education centre/traffic education park and any other activities facilitating police – community interface helping police to serve the community in a better manner. It is proposed to start Janamaithri Kendrams in 10 more places.

A notice board may be put up giving various news items, photographs etc on Janamaithri Suraksha Project. Various posters inculcating traffic sense, Civic sense etc among student community may be put up. Posters depicting helpline numbers, awareness posters on drug abuse, crime against women etc also can be put up. The centre can be developed as a community interaction centre. Help from the public is sought in reducing traffic accidents, natural calamities etc. Voluntary groups/organizations etc which are working in the field of promoting peace, National Integration and communal harmony may be encouraged to associate with the centre. Youth are also encouraged to work in the project, under ‘Janamaithri Yuvakendram’.

## **ANALYSIS AND INTERPRETATIONS**

The Janamaithri Suraksha Project, launched in March 2008, as per the recommendation of the Justice K.T Thomas commission's report envisages developing closer ties between the police and the citizens through synergistic partnerships to deal effectively with anti-social activities and subsequent prevention of crimes in the society. Any expansion and enhancement of the project relies greatly on the assessment of the effectiveness/impact of the project. Accordingly, an effort has been made to elicit the views and perception of the people focusing on the various components of the project and throwing light on the changes/improvements achieved at different social fronts.

In Pathanamthitta revenue district, the scheme (JSP) was introduced first in Adoor police station in the year 2008. Thiruvalla is the second police station in the district which implemented the community policing scheme in the year 2009.

The present study sought the views / experiences / suggestions from the 237 respondents under the jurisdiction of Thiruvalla police station where the Janamaithri Suraksha Project has been implemented. The respondents were randomly selected and interviewed at different places like; houses (94.9%), roads (4.2%), and business establishments (0.8%) across the study areas viz; Thiruvalla, Kavumbhagam, Peringara, Kuttampuzha etc.

For an easy understanding, the data were analyzed under various sections viz; Socio – economic profile of the respondents, Awareness / knowledge about the project, Beat officer’s visit and allied matters, Activities carried out by the Beat officer in the area, Effectiveness of the project, perception of the respondents on the police, : weaknesses / limitations of the project and finally, suggestions to enhance the effectiveness of the project.

### **3.1 Socio – Economic Profile of the Respondents**

Thiruvalla municipality has 14,294 houses with a population of 56,828 as per the 2001 census and the project constituted 15 Janamaithri beats for the 36 municipal wards. This section analyses the socio –economic profile of the respondents in terms of variables like age, sex, education, religion, marital status, occupational status and annual income of the family.

#### *Age*

Age is an important variable in the analysis since the perception, opinion and suggestions may vary according to the age of the respondents. As the data were collected randomly, the age of the respondents varied from 22yrs to 89yrs. A special feature found from the data that more than 75% of the respondents reported to be having the age of ‘45 and above’ and who were distributed in the age groups of ‘45-55yrs’, ‘55-65yrs’ and ‘65yrs and above’ with 31.2%, 21.5% and 22.4% respectively. The youth in the age of ‘below 35’ formed only 5.1% of the total respondents. (*Refer to table 3.1.1*)

As per the survey conducted by the Janamaitri samithis, 740 houses in the municipal limits are occupied by elderly couples living alone and which may be the reason for the high percentage of the aged respondents in the study.



### *Sex*

With regard to the sex of the respondents, majority (84.4%) were males followed by females with 15.6%. (*Refer to table 3.1.1*)

### *Education*

More than half (52.3%) of the respondents belonged to the educational group of 'high school education'. This was followed by those having the college education (23.6%) and primary school education (15.2%). Post graduates and Professionals constituted 6.3% and 2.5% respectively. (*Refer to table 3.1.1*)

As Pathanamthitta revenue district have more than 90% literacy rate, there was no illiterates found among the sample respondents.

**Table No.3.1.1**  
**Profile of the Respondents**

<b>Age</b>	<b>Frequency</b>	<b>Per cent</b>
22 – 35	12	5.1
35 – 45	47	19.8
45 – 55	74	31.2
55 – 65	51	21.5
65 and above	53	22.4
<b>Total</b>	<b>237</b>	<b>100.0</b>
<b>Sex</b>		

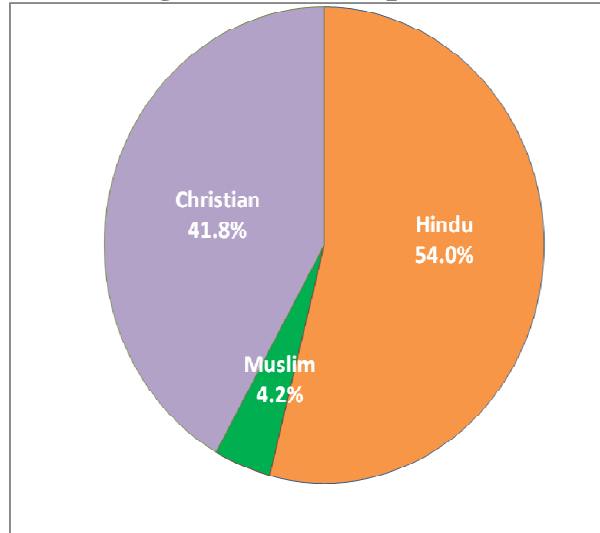
Male	200	84.4
Female	37	15.6
Total	237	100.0
<b>Education</b>		
Primary school	36	15.2
High School	124	52.3
College	56	23.6
Post Graduate	15	6.3
Professional	6	2.5
Total	237	100.0

### *Religion*

Religion is another social variable examined here. Considering the religion of the respondents, Hindus (54.0%) represented over half the population while Christians constituted 41.8%. However, Muslims were found to be a minor group in the sample. (*Refer to Figure 3.1.1*)

*It is to be noticed here that this religious distribution of the sample under study is on par with the state scenario.*

**Figure No.3.1.1  
Religion of the Respondents**



*Marital Status*

As all the respondents interviewed were in the age group of 22 and above, 97% of them were reported to be married. (Refer to table 3.1.2)

**Table No.3.1.2  
Marital Status of the Respondents**

Marital Status	Frequency	Per cent
Yes	230	97.0
No	7	3.0
Total	237	100.0

*Employment Status*

Data concerning the employment status of the respondents revealed that majority (67.9%) were unemployed and the rest 32.1% were employed. (Refer to table 3.1.3)

*Existence of a good number of elderly in the area who have been living alone formed the high number of unemployed in the sample.*

**Table No.3.1.3  
Employment Status of the Respondents**

Employment status	Frequency	Per cent
Yes	76	32.1
No	161	67.9
Total	237	100.0

*Annual Income of the Family*

As can be seen from the table no.3.1.4, below Rs.25000/- has emerged as the annual income of most (32.9%) of the families under study. Another 29.1% belonged to the income group of ‘Rs.25000/- – Rs.50000/’ and this was followed by 24.9% with an income group of ‘Rs.50001/- – Rs.75000/’. Further, there were more than 10%, having the annual income of Rs.100,001 to Rs.150,000/-. (Refer to table 3.1.4)

Unemployment reported may be an influential factor of annual income of most respondents who reported of having the annual income of below Rs.25000/- and Rs. 25000/- to Rs. 50000/-.

**Table No.3.1.4**  
**Annual income of the Family**

Annual Income (Rs.)	Frequency	Per cent
Below 25000	78	32.9
25001-50000	69	29.1
50001-75000	59	24.9
100001-125000	15	6.3
125001-150000	9	3.8
200001-225000	6	2.5
400001-425000	1	0.4
Total	237	100.0

*An overview of the socio economic profile of the respondents under study showed that most of the respondents were married. Age-wise, more than 75% belonged to the age group of '45 and above' and were with high school or college education. Religion-wise majority were Hindus and Christians. Further, most of them were unemployed. A good number of the households were earning an annul income of below Rs.50000/-.*

### **3.2 Knowledge /Awareness on Janamaithri Suraksha Project (JSP)**

The success or failure of any project depends upon the knowledge/ awareness of the same by its beneficiaries. Accordingly, to evaluate the effectiveness of the Janamaithri Suraksha Project (JSP), an attempt has been

made here to assess the knowledge / awareness of the people about the same by taking into consideration the following variables like; knowledge / awareness of respondents on Janamaithri Suraksha Project, source and period of receipt of knowledge / awareness on the project and perception about the beneficiaries of the project.

*Status of Knowledge / Awareness on the Janamaithri Suraksha Project*

Although, 91.6% of the respondents had the knowledge about Janamaithri Suraksha Project (JSP), surprisingly, there were a few people (8.4%) without having any knowledge on the same.

Sex-wise analysis showed that cent per cent females under study reported about their knowledge on the JSP. Nevertheless, out of the 200 males only 90% were aware of it. Hence, there is a need for more awareness generation programmes in the area. (Refer to table 3.2.1)

**Table No.3.2.1  
Knowledge / Awareness on the Janamaithri Suraksha Project by Sex**

Sex	Status of Awareness		Total
	Yes	No	
Male	180	20	200
	90.0%	10.0%	100.0%
Female	37	-	37
	100.0%	-	100.0%
Total	217	20	237
	91.6%	8.4%	100.0%

### *Sources of Knowledge / Awareness on the Project*

The Janamaithri Suraksha Project (JSP) had organized several programmes for information dissemination like; district level seminar, news through print media, govt. publications and visual media and visits by Janamaithri police at various locations.

The data showed that among those (217) who had knowledge of the project, majority (80.6%) were informed about the project by the Janamaithri police and this was backed up by the Print media and by the Govt. programmes with 32.3% and 7.4% respondents respectively. However, Govt. publications (3.7%) and friends and relatives (2.8%) were the other sources of information for a few. (*Refer to table 3.2.2*)

**Table No.3.2.2**  
**Sources of Knowledge / Awareness on the Project**

Source of knowledge	Frequency (N=217)	Per cent
Janamaithri police	175	80.6
Relatives and friends	6	2.8
Print media	70	32.3
Govt. programs	16	7.4
Govt. publications	8	3.7

### *Period of Receipt of Knowledge/Awareness on the Project*

Although, the Janamaithri Suraksha Project brought into action in Thiruvalla in the year of 2009, there was another place (Adoor) in the district where the project has been introduced in the previous year (2008).

Of those 217 respondents who had knowledge about JSP, a good number (53.9%) of them had information about the project for the past 1 year or less. At the same time, there were 40.6% who had the awareness about the project for 1- 2years. The rest (5.5%) belonged to the ‘above 2 years’ category and it was reported that they received the information through print media and govt. publications / programmes.

Sex-wise analysis showed that almost an equal percentage of males and females reported to have the information about JSP for 1 year and below. (Refer to table 3.2.3)

**Table No.3.2.3**  
**Period of Receipt of Knowledge / Awareness on the Project**

Sex	Years of knowledge			
	1 Year and below	1 - 2 years	Above 2 Years	Total
Male	97	75	8	180
	53.9%	41.7%	4.4%	100.0%
Female	20	13	4	37
	54.0%	35.1%	10.8%	100.0%
Total	117	88	12	217
	53.9%	40.6%	5.5%	100.0%



### *Perception about the Beneficiaries of the Project*

To find out what the people conceived in relation to the aim of the project, this study sought the perception of respondents about the beneficiaries of the project. The data in this regard portrayed that a great number (94.0%) of respondents had the belief that JSP was intended ‘for the welfare of public’. Interestingly, a few (6.0%) had perceived it as ‘for the welfare of Police and Public’. (Refer to table 3.2.4)

**Table No.3.2.4**  
**Perception about the Beneficiaries of the Project**

Beneficiaries of the project	Frequency	Per cent
Police	0	0.0
Public	204	94.0
Police and Public	13	6.0
Political parties	0	0.0
Total	217	100.0

*To sum up, majority of the respondents had a fair knowledge about the project which they received mainly from the Janamaithri police. Most of them got the information within a period of 2 years and had a belief that the project was for the welfare of public. However, the presence of nearly one tenth respondents who reported of the non-awareness about the project demanded the need for more awareness programmes in the area.*

### **3.3 Beat Officer's Visits and Allied Matters**

The project is mainly focused around the Beat Officer and the responsible implementation of the tasks undertaken by him. Beat officers should be the Police Constables/Head constables/Asst. Sub Inspectors and are specially selected and trained by the project. Further, all the duties of the Police relating to patrolling, process service, petition enquiry, verification, collection of public complaints, servicing of complaint boxes, etc. will be done by him under the proper supervision of House Officer. In addition to this, there should be a Woman Police Constable in the Beat who named as Assistant Beat Officer, so that problems of women could be addressed properly.

The duties / responsibilities vested on the Beat officer include the following;

- Within two or three months from the commencement of his duty as a beat officer, he should personally know at least one member of family living in his beat, all the roads and by-lanes in his area, working habits of local people and their special needs on a house to house basis.
- At least three days a week, the beat officer should be available for an hour or so at a pre-announced place in the beat. Anybody who wants to communicate anything to him going to the police station may meet him there.
- The Beat Officer shall also maintain a Beat Register showing the daily activities and daily transactions with respect to the beat and such Beat Register shall be examined SHO everyday.
- The Beat Officers shall attend the Janamaithri Suraksha Samithi meeting every month.

- It is expected that the Beat Officer shall spend at least 20 hours a week actually moving about and meeting residents in his beat.
- Beat Officer conducts himself in an exemplary manner.

Special Training Courses and periodical evaluations are done for making Beat Officers fully competent for these tasks.

The present study has also probed into the matters related to the Beat officer's visit and allied aspects. Accordingly, this section was analyzed in terms of three sub sections viz; Beat officer's visits, Beat officer's behavior and Suggestions of Beat officers.

#### **a. Beat Officer's Visits**

The variables examined in this regard were; no. of visits, time, place and type of visit, prior information about the visit, number of police personnel visited, presence of women police constable, participation of spouse / husband in the visits, topics discussed and time spent for the discussion.

##### *No. of Visits by Beat Officer*

As per the responsibility vested on him, the beat officer should personally contact at least one member of the family living in his beat within 3 months from the commencement of his duty and should be available at least 3 times in a week for an hour at a pre announced place in the beat.

The data with regard to the visits by beat officer showed that most of the respondents (29.5%) who had knowledge on the project, reported about

1 - 2 visits by the beat officer. This was followed by 3 - 4 visits and 5- 6 visits with 27.2% and 24.0% respectively. However, the highest number of visits (7&above) was recorded by 18.4% and also a few (0.9%) mentioned about non-visits by the Beat officer. *(Refer to table 3.3.1)*

**Table No.3.3.1**  
**No. of Visits by Beat Officer**

No.of visits	Frequency	Per cent
Non -visit	2	0.9
1 – 2 visits	64	29.5
3 – 4 visits	59	27.2
5 – 6 visits	52	24.0
7 & above visits	40	18.4
Total	217	100.0

*Prior Information about the Visit*

It was observed from the responses that majority (85.6%) of the respondents had not received any prior information about the visits by the beat officer. Only 14.4% reported about the receipt of information about the visit in advance. *(Refer to table 3.3.2)*

*The inadequate number of police personnel and lack of infrastructural facilities may be the reasons for the absence of prior information on the visit.*

**Table No.3.3.2  
Prior Information about the Visit**

Prior information	Frequency	Per cent
Yes	31	14.4
No	184	85.6
Total	215	100.0

*Time of Visit*

It was found from the data that most of the visits were held in day times (i.e., 8am- 4pm). The day time visits reported were; 8 am-12 noon by 45.1% and 12 noon- 4pm by 44.6%. Further, 22.8% informed that the visit by the Beat officer was between 4pm – 8pm. However, a few (2.3%) were reported to be contacted by the Beat officer in between 8pm – 12 midnight and it might be as part of the ‘Janamaithri night patrolling’. (Refer to table 3.3.3)

*Place of Visit*

Concerning the place of visit, it was found that 92.6% respondents reported of the house visits by the Beat officer. Visits in public place (17.7%) and community hall (7.0%) were also reported by a few. (Refer to table 3.3.3)

*Since, house visits are instrumental in providing an ambience of familiarity, better interaction and disclosing of problems, an effort to facilitate house visits is all the more appreciated.*

*Nature of Visit*

In accordance with the house visits conducted, it was also reported by the majority (71.6%) that they were visited by the Beat officer with the family members. Personal visits (27.0%), public meetings (13.0%), meeting in a group (3.7%) were the other type of visits conducted by the beat officer. (Refer to table 3.3.3)

**Table No.3.3.3  
Time, Place and Nature of Visit**

Time of Visit	Frequency (N=215)	Per cent
8am - 12noon	97	45.1
12noon - 4pm	96	44.6
4pm - 8pm	49	22.8
8pm - 12midnight	5	2.3
12midnight - 4am	0	0.0
4am - 8am	0	0.0
<b>Place of Visit</b>		
House	199	92.6
Public place	38	17.7
Community hall	15	7.0
Others	3	1.4
<b>Nature of Visit</b>		
Personal	58	27.0
Family	154	71.6
Group	8	3.7
Meeting	28	13.0

*Participation of Spouse / Husband during the Visit*

More than half of the respondents mentioned about the presence of their counter parts in the visits made by Janamaithri Police. (Refer to table 3.3.4)

**Table No.3.3.4**

**Participation of Spouse / Husband during the Visit**

Presence of spouse / husband	Frequency	Per cent
Yes	113	52.6
No	102	47.4
Total	215	100.0

*Number of Police Personnel during the Visit*

With regard to the number of police personnel present during the visit, it could be seen from the data that the numbers varied between 1 to 7. However, majority (83.7%) reported about the presence of one police personnel (Refer to table 3.3.5)

*It can be assumed from the data that the Project in Thiruvalla has been facing a problem of lack of adequate manpower.*

*Presence of Vanitha Police during the Visit*

Women could be addressed properly, if there is a Woman Police Constable in the Janamiathiri team. With this purpose a women police constable named as Assistant Beat Officer is appointed in the project. The data with regard to this showed that except a few (2.8%), all the respondents (97.2%) reported

of the absence of Vanitha Police during the visit by the Beat officer. (Refer to table 3.3.5)

*Vanitha Police is an essential part of the project and their presence definitely can improve the feeling of safety and security experienced by women in the community. Hence, efforts need to be taken to make available the services of vanitha police personnel during the house visits by the beat officers.*

**Table No.3.3.5  
No. of Police and Presence of Vanitha Police during the Visit**

Number of Police	Frequency	Per cent
1 person	180	83.7
2 persons	24	11.2
3 persons	8	3.7
4 persons	1	.5
5 persons	1	.5
7 persons	1	.5
Total	215	100.0
<b>Presence of Vanitha Police</b>		
Yes	6	2.8
No	209	97.2
Total	215	100.0



### *Topics Discussed by Janamaithri Police*

As a part of the Janamaithri Suraksha Project, the beat officer has to convey a number of matters to the community for fulfilling its objective. According to the data Janamaithri police officers had discussed a wide range of topics like; personal, safety related, health related, sanitation related etc, during their visits to the community/houses.

Among the many topics, 'Night patrolling' was recorded as the main topic discussed by the Janamaithri police with majority (64.2%) of the respondents. Individual discussion (personal matters) was also reported by a good number (48.4%) of them. Further, anti-drug campaign (29.8%), campaign against illicit liquor (26.5%), sanitation awareness (22.3%) and traffic awareness (19.1) were the other topics discussed. However, a few informed that the Janamaithri police talked about the matters like; blood and eye donation camps, security awareness, collection of details of domestic workers, disaster management, complaints through complaint box and conducting of family / ward level meetings and seminars. (*Refer to table 3.3.6*)

*The data thus clearly indicated that a wide range of topics were covered during the discussions and meetings of the beat officers in their respective beats.*

**Table No.3.3.6**  
**Topics Discussed by Janamaithri Police**

Topic/Subject	Status of Conversation		
	Yes	No	Total
Individual Discussion	104	111	215
	48.4%	51.6%	100%
Ward-wise meeting	26	189	215
	12.1%	87.9%	100%
Seminar	29	186	215
	13.5%	86.5%	100%
Determining Blood Group	5	210	215
	2.3%	97.7%	100%
Blood donation Camp	4	211	215
	1.9%	98.1%	100%
Eye donation Camp	3	212	215
	1.4%	98.6%	100%
Night Patrolling	138	77	215
	64.2%	35.8%	100.0%
Traffic Awareness	41	174	215
	19.1%	80.9%	100.0%
Sanitation Awareness	48	167	215
	22.3%	77.7%	100.0%
Security Awareness	10	205	215
	4.7%	95.3%	100.0%
Health Protection	25	190	215
	11.6%	88.4%	100.0%
Disaster management	26	189	215
	12.1%	87.9%	100.0%
Campaign against illicit liquor	57	158	215
	26.5%	73.5%	100.0%

Anti Drug campaign	64	151	215
	29.8%	70.2%	100.0%
Anti tobacco Campaign	30	185	215
	14.0%	86.0%	100.0%
Complaints received through complaint box	28	187	215
	13.0%	87.0%	100.0%
Collection of details of Domestic workers and others	25	190	215
	11.6%	88.4%	100.0%
Family meeting	7	208	215
	3.3%	96.7%	100.0%
Others	7	208	215
	3.3%	96.7%	100.0%

*Time spent for the Discussion*

Data concerning the duration of discussion , it was found that more than half (54%) of the respondents reported of 10-30 minutes with a distribution of '10-20minutes' by 23.3% and '20 – 30 minutes' by 30.7% respectively. On the other hand, discussion of more than 1 hour was mentioned by only 13.0%. (Refer to table 3.3.7)

**Table No. 3.3.7**  
**Time spent for the Discussion**

Duration of discussion	Frequency	Per cent
10 - 20 minutes	50	23.3
20 – 30 minutes	66	30.7
30 - 45 minutes	17	7.9
45 minutes -1 hour	54	25.1
1 – 2 hours	28	13.0
Total	215	100.0

## **b. Behaviour of the Beat Officer**

As per the design of Janamaithri Suraksha Project; Beat Officer conducts himself in an exemplary manner. The project by Special Training Courses develops his interpersonal skills, communication skills, behavioural skills etc so that the people get easy access to him. Accordingly, the study had made a brief inquiry regarding the behavior of the beat officers during their visits to the beats. The variables considered in this regard were: cordial dealing of the beat officer, rating of the behavior of beat officer, satisfaction with the interaction of beat officer, usefulness and implementation of suggestions given by beat officer.

### *Behaviour of the Beat Officer and the Rating of Behaviour*

The figures in this regard showed that the responses from the 96.3% interviewed were positive; ie, Beat officers behaved cordially with the public. However, the rest (3.3%) had no opinion on the behavior of the Beat officer. Gender-wise analysis portrayed that almost an equal number of females (97.3%) and males (96.6%) had the positive opinion about the cordiality of the Beat officer. (Refer to table 3.3.8)

Among the respondents who reported of the cordiality of the Beat officer, majority (58.7%) rated it as excellent followed by a 33.6% rated the same as 'very good' and the least rating-good was recorded by only 7.7%. Gender-wise, females (97.2%) outnumbered the males (91.3%) in rating the behavior of beat officer as excellent or very good (Refer to figure.3.3.1)

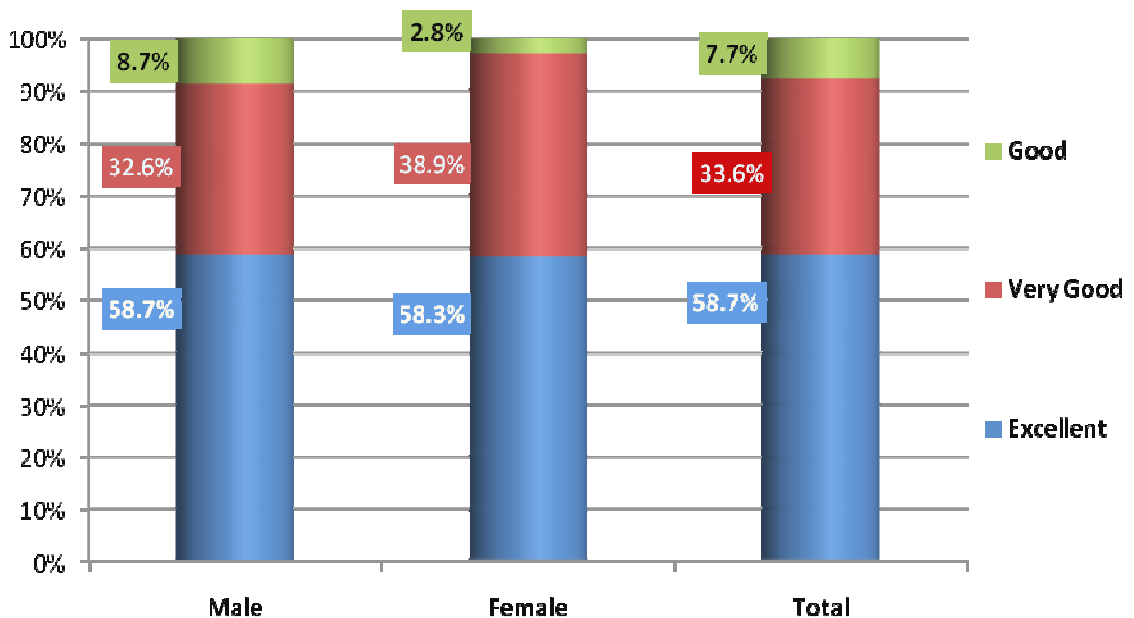
*The figures indicated that the beat officers were able to make an impact on the community through their good conduct. It is a transformation from the*

general notion about the police which displays green signal to the continuation of the Janamaithri Suraksha Project in the entire state.

**Table No.3.3.8  
Behaviour of the Beat Officer by Sex of the Respondent**

Sex of the respondent	Whether cordial or not		Total
	Yes	No opinion	
Male	172	6	178
	96.6%	3.4%	100.0%
Female	36	1	37
	97.3%	2.7%	100.0%
Total	208	7	215
	96.7%	3.3%	100.0%

**Figure No.3.3.1  
Rating for the Behaviour of Beat Officer by Sex of the Respondent**



### *Satisfaction on the Beat officer's Interaction*

To the query on whether they were satisfied with the Beat officer's interaction with them, more than 98% of the respondents reported of in the affirmative while the rest (1.9%) were not pleased with the way the Beat officer interacted with them. Gender-wise, males (98.3%) outnumbered the females (97.3%) in responding positively to the query. (Refer to table 3.3.9)

**Table No.3.3.9**  
**Satisfaction on the Beat Officer's Interaction by Sex of the Respondents**

Sex	Status of Satisfaction		Total
	Yes	No	
Male	175	3	178
	98.3%	1.7%	100.0%
Female	36	1	37
	97.3%	2.7%	100.0%
Total	211	4	215
	98.1%	1.9%	100.0%

### *Extent of Satisfaction*

When asked to rate their satisfaction level on the interaction by the Beat Officer, majority (87.4%) rated it as excellent (54.4%) or very good (33.0%). Poor rating was given by only 1.9%. 4.2% rated it as satisfactory. (Refer to table 3.3.10)

**Table No.3.3.10**

**Extent of Satisfaction by Sex of the Respondents**

Sex	Rating of Satisfaction					Total
	Poor	Satisfactory	Good	Very Good	Excellent	
Male	3	7	11	58	99	178
	1.7%	3.9%	6.2%	32.6%	55.6%	100.0%
Female	1	2	3	13	18	37
	2.7%	5.4%	8.1%	35.1%	48.6%	100.0%
Total	4	9	14	71	117	208
	1.9%	4.2%	6.5%	33.0%	54.4%	100.0%

*Usefulness of the Suggestions by the Beat Officer and the Extent of Usefulness*

The Data pertaining to the usefulness of suggestions showed that 96.3% had reported about the usefulness of the suggestions given by the Beat Officers during their visits to the houses/communities. Sex-wise, males (96.6%) outnumbered the females (94.6%) by a slight margin. *(Refer to table 3.3.11)*

Of those, who reported of the usefulness of the suggestions, most of them (92.3%) rated it as above average i.e., excellent by 46.9%, very good by 33.8% and good by 11.6%. However, the average ranking was marked by 7.7%. *(Refer to figure 3.3.2)*

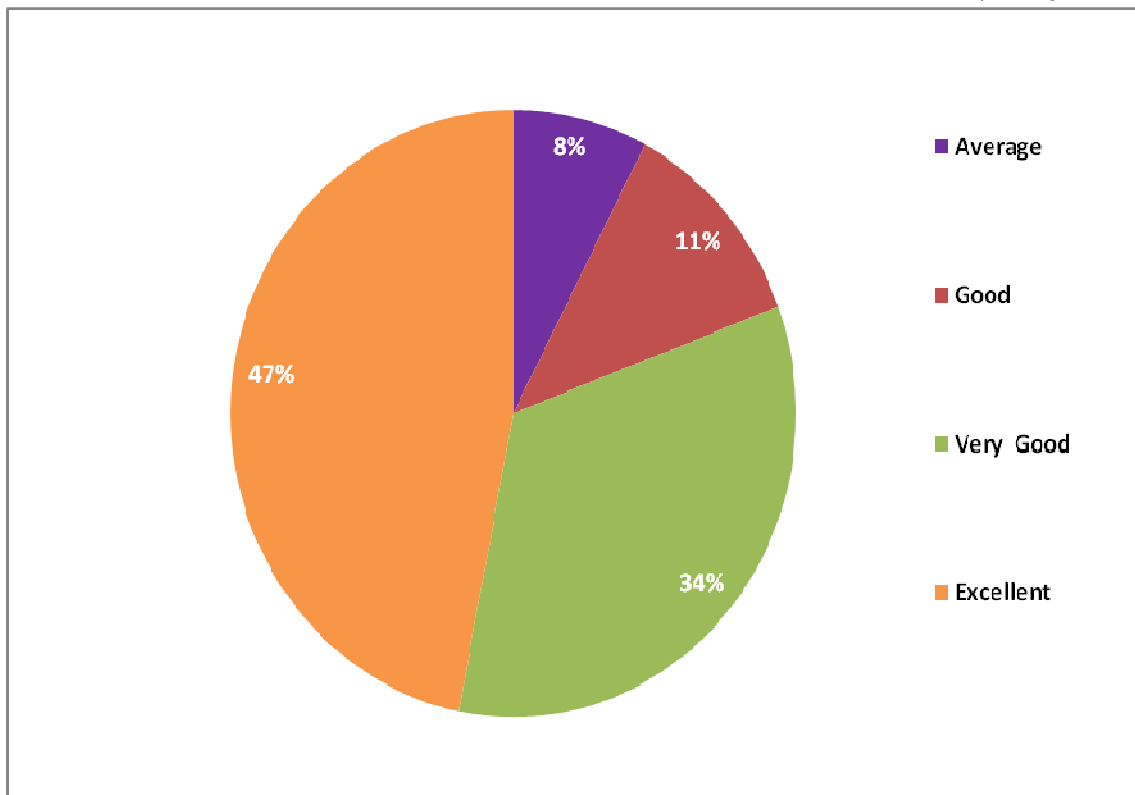
**Table No.3.3.11**

**Usefulness of the Suggestions by the Beat Officer by Sex**

Sex	Status of Usefulness		Total
	Yes	No	
Male	172	6	178
	96.6%	3.4%	100.0%
Female	35	2	37
	94.6%	5.4%	100.0%
Total	207	8	215
	96.3%	3.7%	100.0%

**Figure No.3.3.2**  
**Extent of Usefulness of the Suggestions**

**N = 207**





*Status of Practice of the Suggestions Given by the Beat Officer*

A probe in this regard revealed that most of the respondents had not implemented the suggestions given by the Beat officer. Nevertheless, there were 29.5% respondents who put the suggestions into practice.

Gender- wise, the percentage of males (32.6%) was higher than that of their counterparts (14.3%) who implemented the suggestions given by the Beat officer (*Refer to table 3.3.12*)

*Although, the number of respondents who practiced or implemented the suggestions was less, the efforts of the Beat officers can not be undermined. Continuous efforts of the beat officers could gradually lead them (non-practicers) to implement/practice the suggestions put forward by the beat officers.*

**Table No.3.3.12**

**Status of Implementation of the Suggestions Given by the Beat Officer by Sex of the Respondent**

Sex	Status of Implementation		Total
	Yes	No	
Male	56	122	178
	32.6%	67.4%	100.0%
Female	5	32	37
	14.3%	85.7%	100.0%
Total	61	154	215
	29.5%	70.5%	100.0%

The suggestions of the Beat officers which were implemented by a good number of the respondents were; participation in night patrolling (16),

developing hygiene habits (16) and efforts for the prevention of anti -social activities (12). Further, the other suggestions put into practice by a few were; taking measures for the safety and security, abiding traffic rules, avoiding the habit of using alcohol, friendly relation with neighbours, improving the common amenities and health and sanitation related activities.

*The highlights of the data related to the beat officer's visits and allied matters showed that since he covered almost all the areas under his beat, he could contact most of the people in the area mainly by visiting them at their houses. It was revealed from the rating given by the respondents that his conduct and interaction with the people were very good or even excellent. Further, it was reported by 96% respondents that the beat officer had given them useful suggestions related to night patrolling, hygienic environment, prevention of anti social activities etc. However, only 30% of them took pains to practice these suggestions.*

*One of the major drawbacks elicited from the respondents was the absence of vanitha police during the many visits by the Janamaithri Police team.*

### **3.4 Activities Carried out by the Beat Officer**

The major activities envisioned by the project were:

- Joint Police - Community patrolling
- Identification of strangers and migrants to the area
- Formulation of plans for security measures and installation of security devices in houses, flats, shopping complexes etc.

- Arrangements for increased security for senior citizens, women and children, as well as persons with physical handicaps and other disabilities.
- Formulation and implementation of plans for improved traffic regulation in the area, including co-ordination and management of traffic wardens.
- Organizing Awareness classes and crime prevention workshops on Traffic, Drug Use, and other violations of the Law, especially in educational institutions.
- Establishment of 24-hour Telephone Help-lines for use by citizens, esp. the needy sections of society.
- To form Jagratha Samithis for women and for school/college students to arrange legal aid/counseling etc.
- Environment friendly volunteers to protect the environment.

Of these activities, the Janamaithri Suraksha Samithi adopts the suitable programmes befitting to their area requirements.

Here an attempt has been made to find out the activities carried out by the beat officers in their respective areas. The variables considered in this regard were: activities carried out in relation to the improvement of traffic, hygiene, interaction with children and participation of people in joint night patrolling.

#### *Activities Carried out to Improve the Traffic System*

The Jananmaithri Suraksha Project (JSP) has designed and implemented a number of programmes for imparting and promoting proper traffic culture among the members of the community ensuring their safety on the roads.

Concerning the activities carried out by the beat officer for the improvement of traffic system in the area, only a less percentage (16.1%) reported of the same positively. The rest stated either negatively (40.6%) or on ignorance (43.3%). This might be due to factors like failure in involving maximum number of beneficiaries in various programmes, reluctance of the large number of elderly population to attend to these programmes, less publicity and conduct of activities in specific locations..

Age wise, a good number from the age groups of 33 -45yrs (24.4%) and 45-55yrs (19.7%) reported about the conduct of traffic related activities (*Refer to table 3.4.1*)

Some of the programmes implemented by the Janamaithri Samithis in the area of study were: organization of awareness programmes for drivers and other road users, filming of documentaries on traffic etc. Further, 'The Hindu Daily' reported about the street play presented by the Thiruvalla Janamaithri team depicting certain tragedies in life caused by neglect of traffic rules and road safety norms. Among those who reported of the traffic related activities, the activities implemented were classes and awareness campaigns, traffic warden system, enforcement of traffic control over the places of near schools, busy roads and at bus stops

*In this regard the number of programmes has to be increased and the involvement of more people in such programmes has to be ensured.*

**Table No.3.4.1**  
**Activities Carried out to Improve the Traffic System by Age**

Age	Status of Activity			Total
	Yes	No	Don't know	
22 - 35	1	2	8	11
	9.1%	18.2%	72.7%	100.0%
35 – 45	11	18	16	45
	24.4%	40.0%	35.6%	100.0%
45 – 55	13	30	23	66
	19.7%	45.5%	34.8%	100.0%
55 – 65	7	15	25	47
	14.9%	31.9%	53.2%	100.0%
65 and above	3	23	22	48
	6.3%	47.9%	45.8%	100.0%
Total	35	88	94	217
	16.1%	40.6%	43.3%	100.0%

*Hygiene Related*

An enquiry into the steps taken by the beat officer for the improvement of hygiene conditions revealed that nearly 25% of the respondents reported of the conduct of these activities in the study area. In contrast, 46.5% informed about the absence of the activities and the rest (29.0%) were ignorant about it.

Age-wise distribution of the data portrayed that more than 26% of the youngsters and the middle aged people respectively belonging to the age groups of 22-35 yrs, 35- 45yrs, and 45- 55 yrs were aware of the hygiene improvement activities carried out by the beat officers. However, the

number of people from the age groups of 55 – 65yrs and above 65yrs who reported of their awareness on the same was 23.4% and 18.8% respectively.

Among those who reported about the presence of hygiene activities, most of them mentioned about awareness classes / campaigns organized in the community as part of the project. Further, a good number pointed out the ‘one week cleanliness drive’ carried out by the janamaithri team. Environmental cleaning, cleaning activities carried out in the roads and canals and appointment of people for collecting the waste etc. were the other programs mentioned in this regard. It was also reported that the programs were held with the support and active participation of the Residents’ Associations and community members.

**Table No.3.4.2**  
**Hygiene Related Activities by Age of the Respondents**

Age group	Hygiene Related Activities			Total
	Yes	No	Don't Know	
22 - 35	3	4	4	11
	27.3%	36.4%	36.4%	100.0%
35 – 45	12	22	11	45
	26.7%	48.9%	24.4%	100.0%
45 – 55	18	29	19	66
	27.3%	43.9%	28.8%	100.0%
55 – 65	11	20	16	47
	23.4%	42.6%	34.0%	100.0%
65 and above	9	26	13	48
	18.8%	54.2%	27.1%	100.0%
<b>Total</b>	53	101	63	217
	24.4%	46.5%	29.0%	100.0%

### *Interaction with the Children*

As children are to be groomed as responsible citizens, the project has a special focus on the younger generation in relation to safety related activities. The Janamaithri Suraksha Samithi is entrusted to organize a meeting of school / college authorities to introduce the various activities of the project resulting in the promotion of awareness generation among the children. Jagratha Samithis may be formed under the leadership of teachers and with the inclusion of selected children. These Samithis aimed at conducting awareness programmes on traffic and legal literacy. Further, classes on unarmed combat, yoga etc. can also be organized. Complaint Boxes can be kept in the schools and colleges which should be regularly opened by the Beat Officer for solving the problems of student community. As a part of the project, School Traffic Clubs and School Traffic Wardens may also be encouraged. The Jagratha Samithis can help the students do social service along with the people of the locality. The Jagratha Samithis can also popularize Crime Stopper and Helpline telephone numbers among students so as to encourage the students to pass on the information to the Police to prevent crime.

With regard to the interaction by the beat officer with the children, the data showed that an equal number of respondents (33.2% each) reported positively and negatively on the matter. Interestingly, almost an equivalent group (33.6%) also informed about their ignorance on the same.

Age-wise distribution depicted that majority (63.6%) of the youngsters (22-35yrs) reported about the interaction with the children by the beat officer followed by the middle aged (35-45yrs) with 46.7%. (*Refer to table 3.4.3*)

**Table No.3.4.3**

**Interaction with the Children by Age of the Respondents**

Age (in yrs)	Interaction with Children			Total
	Yes	No	Don't know	
22 – 35	7	3	1	11
	63.6%	27.3%	9.1%	100.0%
35 – 45	21	14	10	45
	46.7%	31.1%	22.2%	100.0%
45 – 55	22	20	24	66
	33.3%	30.3%	36.4%	100.0%
55 – 65	16	11	20	47
	34.0%	23.4%	42.6%	100.0%
65 and above	6	24	18	48
	12.5%	50.0%	37.5%	100.0%
Total	72	72	73	217
	33.2%	33.2%	33.6%	100.0%

*Night Patrolling*

The project envisaged to strengthen the police by achieving the support of the local community. It also aimed to professionally strengthen Police and increase its accessibility to the needy public through close interaction with and better understanding of the public. By Joint police - community patrolling, the project envisioned the same objective of receiving the public support for preventing thefts and street crimes in residential areas.

The data in this regard showed that most of the respondents (45.6%) affirmed about the conduct of various activities for involving the community members in night patrolling. 31.8% reported about the absence of any such



efforts from the part of the beat officers. 22.6% however were ignorant about the same.

Age-wise, the figures portrayed that most in the age groups of 22-35yrs (youngsters-81.8%) and 35-45yrs (middle aged-55.6%) were aware of the efforts undertaken by the beat officers for participating the people of the community in Night patrolling with the Police. In the other age groups too a considerable number of them were aware about the same with the least recording in the above 65 yrs age category with 25%.

*The positive responses proved that the Janamatirhi Beat Officers at Thiruvalla Police Station Limits have been successful in involving the people of different categories in the night patrolling. Yet it should be noticed from the above that there is still a segment of the population who either don't know or who reported negatively about the efforts taken by the beat officers in this regard, requiring initiation of steps to address the matter in a constructive manner to yield maximum benefit from this activity of the Janamaithri Suraksha Project.*

**Table No.3.4.4  
Night Patrolling by Age of the Respondents**

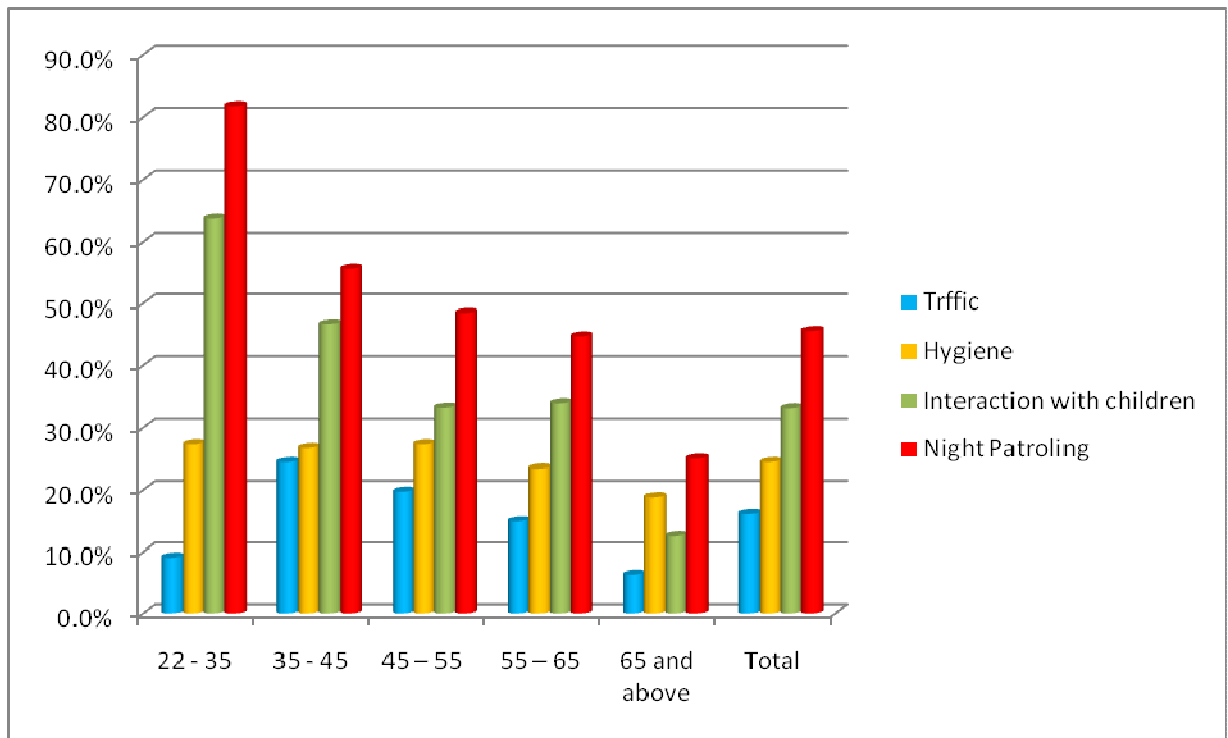
Age (in yrs)	Night Patrolling			Total
	Yes	No	Don't know	
22 - 35	9	1	1	11
	81.8%	9.1%	9.1%	100.0%
35 – 45	25	12	8	45
	55.6%	26.7%	17.8%	100.0%

45 – 55	32	24	10	66
	48.5%	36.4%	15.2%	100.0%
55 – 65	21	9	17	47
	44.7%	19.1%	36.2%	100.0%
65 and above	12	23	13	48
	25.0%	47.9%	27.1%	100.0%
Total	99	69	49	217
	45.6%	31.8%	22.6%	100.0%

*The overall activities highlighted that only less than 50% of the respondents have reported on the positive regarding each of the activities cited above. Of those activities, Night patrolling has the highest percentage of respondents especially in the young age group of 22-35 yrs. The figures in relation to the conduct of traffic related activities reported by the respondents were comparatively lesser in relation to other activities. However, overall figures of total activities except, those of night patrolling clearly pointed out that there is a need for the enhancement and diversification of the activities to be carried out in the beats. Yet, the effort undertaken presently should be applauded as the project could achieve to this extent at its infancy stage itself. (Refer to Figure 3.4.1)*

**Figure No.3.4.1**

**Activities carried out by the Beat Officer by Age of the Respondent**



**3.5 Effectiveness/Impact of the Janamaithri Suraksha Project**

Effectiveness and expansion of any project mainly depends on the extent to which it has brought about a positive change in the lives and communities, where it has been implemented. The same is required with respect to Janamaithri Suraksha Project which was initiated in the year 2008 on an experimental basis. Hence, an attempt has been made here to analyze the effectiveness/influence of the Janamaithri Suraksha Project, considering the various factors/aspects such as : the extent of overall reach, the effectiveness of the project in relation to the change in the occurrences/incidents of social

problems and the attitudinal change of the people towards the police and their activities.

***a. Extent of Reach of the Project***

The extent of reach is an important variable considered for measuring the effectiveness of the JSP as only by knowing about the project, the people could utilize them effectively. The data in this regard showed that 91.6% (217) of the respondents have reported of a fairly good knowledge/awareness about the Janamaithri Suraksha Project. The wide publicity given to the project through a variety of mediums has facilitated the reach of the project to a wide spectrum of the community.

***b. Effectiveness in relation to the Improvement /Minimization of the Social Problems***

The effectiveness was assessed in terms of improvement in the social security and decreased social problems. For measuring the effectiveness the following variables were taken into consideration: change occurred with respect to family atmosphere, safety/security of women, presence of the police, change in eve-teasing, robbery, gunda activities and illicit liquor

***Change in the Family Atmosphere***

This study explored the impact of the Janamaithri Project in changing the family atmosphere of its beneficiaries. The data in this regard showed that of those who had knowledge about the Janamaithri Suraksha Project (217), only 25.8% stated about a positive change that has been effected after the implementation of the Project, while the rest (74.2%) stated there was no change in their family atmosphere. Sex-wise, only below 30% from both the categories had reported on the affirmative. (*Refer to table 3.5.1*)

*Since majority has reported on the negative, it was presumed that continuous presence of the beat officers could bring about a positive change in the family atmosphere.*

**Table No.3.5.1  
Change in Family Atmosphere by Sex**

Sex	Positive change	No Change	Total
Male	50	130	180
	27.8%	72.2%	100.0%
Female	6	31	37
	16.2%	83.8%	100.0%
Total	56	161	217
	25.8%	74.2%	100.0%

*Change in the Safety/security of Women*

Majority (65.9%) of the respondents who had knowledge about the project reported of an improvement in the security of women due to the implementation of the project. However, 9.2% stated of no change and about 25% were ignorant about the same.

Gender-wise, comparatively a higher number of females reported of an improvement in the safety of women than males. *(Refer to table 3.5.2)*

With regard to the extent of the improvement in safety, most of them rated it as great (33.2%) or good (29.0%)

*The positive change in the safety and security of women reported by majority showed that the project is progressing fairly in achieving its set objective of ensuring protection to women.*

**Table No.3.5.2**  
**Change in the Safety/Security of Women by Sex**

Sex	Change in Safety/Security			Total
	Yes	No	Don't know	
Male	116	18	46	180
	64.4%	10.0%	25.6%	100.0%
Female	27	2	8	37
	73.0%	5.4%	21.6%	100.0%
Total	143	20	54	217
	65.9%	9.2%	24.9%	100.0%

*Change in the Presence of Police*

Although majority (58.6%) of the respondents reported of an increase in the presence of police, 15.6% mentioned about the absence of change and 18.1% informed about their ignorance on the matter. However, a few (7.6%) had reported about a decreased presence of police during the last six months.

Gender-wise, those who reported of an increased presence of police were comparatively lesser in the male category than the females with 57.5%. The corresponding figure for the females was 64.9%. (Refer to table 3.5.3)

*Change in the Safety/Security of People*

Asked about the change in the safety/security of people during the last six months, majority (62.0%) responded positively to the query. However, one third of them reported of no change and a few (4.6%) had reported of a decrease in the safety and security of people.

Sex-wise, majority of the females (83.8%) had felt more secure than the males (58.0%) (*Refer to table 3.5.3*)

**Table No. 3.5.3**

**Change in the Presence of Police and Security by Sex**

<b>Change in the Presence of Police</b>					
Sex	Change in the Presence of Police				Total
	Increased	Decreased	No change	Don't know	
Male	115	17	30	38	200
	57.5%	8.5%	15.0%	19.0%	100.0%
Female	24	1	7	5	37
	64.9%	2.7%	18.9%	13.5%	100.0%
Total	139	18	37	43	237
	58.6%	7.6%	15.6%	18.1%	100.0%
<b>Change in the safety /security</b>					
Male	116	10	74	-	200
	58.0%	5.0%	37.0%	-	100.0%
Female	31	1	5	-	37
	83.8%	2.7%	13.5%	-	100.0%
Total	147	11	79	-	237
	62.0%	4.6%	33.3%	-	100.0%

### *Eve teasing*

Concerning the social problem of eve teasing; 37.1% mentioned about the decrease of the same during the last 6 months. Although, majority (59.9%) confirmed their unawareness, a few reported of the unchanged condition. Further, nobody has reported of an increase in this regard. However, it should be observed here that only 7.2% of the total respondents had mentioned about the knowledge about registered eve-teasing cases.

Gender-wise, comparatively a higher percentage of females (48.6%) reported of a reduction in eve-teasing than the males (35.0%) (*Refer to table 3.5.4*)

### *Robbery / Snatching*

As per the empirical data 16.5% of the respondents under study reported about the occurrences of robbery/snatching during the past six months.

When asked about the change occurred in the situation, a good number (43.0%) reported about a decrease in robbery / snatching incidents. However, most (51.1%) were ignorant about it.

Sex-wise analysis revealed that 51.4% of the females reported of a reduction in robbery / snatching in the area while for males it was 41.5% (*Refer to table 3.5.4*)

### *Gunda Menace*

37.1% viewed that gunda menace had reduced to an extent. However, most (61.6%) were ignorant about the change in the situation. Nevertheless, only 3.4% had reported about the occurrence of gunda menace during the six months prior to the survey.



Gender-wise analysis revealed that a higher number of females (43.2%) reported about a decrease in the gunda problems. (Refer to table 3.5.4)

*Illicit Liquor*

The problem of illicit liquor is not considered to be a serious issue in the area as only 3.4% had mentioned about the occurrence of it. However when asked to respond in a general perspective on this issue, 29.5% reported about a decrease. Nevertheless, 61.9% were ignorant about the same.

Gender-wise, females (32.4%) outnumbered the males (29.0%) with a slight variation in reporting of the positive impact of the project in this regard. (Refer to table 3.5.4)

**Table No.3.5.4  
Perception on Change in Social Problems  
during the last Six Months by Sex**

<b>Eve-teasing</b>					
Sex	Change occurred during the last 6 months				Total
	Increased	No change	Decreased	Don't know	
Male	-	7	70	123	200
	-	3.5%	35.0%	61.0%	100.0%
Female	-	-	18	19	37
	-	-	48.6%	51.4%	100.0%
Total	-	7	88	142	237
	-	3.0%	37.1%	59.9%	100.0%
<b>Robbery / Snatching</b>					
Male	-	12	83	105	200
	-	6.0%	41.5%	52.5%	100.0%

Female	-	2	19	16	37
	-	5.4%	51.4%	43.2%	100.0%
Total	-	14	102	121	237
	-	5.9%	43.0%	51.1%	100.0%
<b>Gunda Menace</b>					
Male	-	2	72	126	200
	-	1.0%	36.0%	63.0%	100.0%
Female	-	1	16	20	37
	-	2.7%	43.2%	54.1%	100.0%
Total	-	3	88	146	237
	-	1.3%	37.1%	61.6%	100.0%
<b>Illicit liquor</b>					
Male	-	2	58	140	200
	-	1.0%	29.0%	70.0%	100.0%
Female	-	-	12	25	37
	-	-	32.4%	67.6%	100.0%
Total	-	2	70	165	237
	-	0.8%	29.5%	69.6%	100.0%

### *c. Change in the Attitude towards Police and their Activities*

It is presumed that a feeling of alienation from the police existed in the minds of the general public. The Janamaithri Suraksha Project aims to put an end to this by ensuring the participation of people in the prevention of crimes and anti-social activities and promoting the safety and security of the people in the society. The present study hence has made a detailed probe into the attitudinal change of the people towards the police by considering the variables: improvement in the attitude towards police, reluctance in

approaching the police station, perception on the helpfulness of police, performance of police, approachability to police and behavior of police.

*Improvement in the Attitude towards Police*

Asked about whether there was any change in the attitude towards the police as a result of their interaction with the Janamaithri police, majority (88.0%) reported positively.

Gender-wise, comparatively a higher number of females (91.9%) than the males (87.2%) reported in the affirmative. (Refer to table 3.5.5)

**Table No.3.5.5**

**Improvement in Attitude towards Police by Sex of the Respondents**

Sex	Improvement in Attitude			Total
	Yes	No	Don't know	
Male	157	15	8	180
	87.2%	8.3%	4.4%	100.0%
Female	34	1	2	37
	91.9%	2.7%	5.4%	100.0%
Total	191	16	10	217
	88.0%	7.4%	4.6%	100.0%

*Reluctance to Approach the Police Station*

Most of the people under study (84.8%) had reported of their readiness to approach the police station for their requirements. On the other, only 15.2% had reported about the reluctance.

Age-wise, most of the respondents (more than 75%) across all age groups had expressed that they had no reluctance to approach the police station for their various needs. The maximum in this regard was reported by those in the above 65 yrs category with 88.7%.

Sex-wise, a higher number of females reported of their non-reluctance compared to the males (*Refer to table 3.5.6*)

*It can be inferred that the Janamaithri Suraksha Project could make an impact in the area with regard to a positive change in the attitude of people resulting in their non-reluctance in approaching the police.*

**Table No.3.5.6  
Reluctance to Approach the Police Station by Age and Sex**

Age (in Yrs)	Reluctance		Total
	Yes	No	
22 – 35	3	9	12
	25.0%	75.0%	100.0%
35 – 45	8	39	47
	17.0%	83.0%	100.0%
45 – 55	12	62	74
	16.2%	83.8%	100.0%
55 – 65	7	44	51
	13.7%	86.3%	100.0%
Above 65	6	47	53
	11.3%	88.7%	100.0%
Total	36	201	237
	15.2%	84.8%	100.0%

<b>Sex</b>			
Male	32	168	200
	16.0%	84.0%	100.0%
Female	4	33	37
	10.8%	89.2%	100.0%
Total	36	201	237
	15.2%	84.8%	100.0%

*Perception on the Helpfulness of Police*

This study sought the general perception of the respondents with regard to the helpfulness of police irrespective of their awareness on the project. The data in this regard highlighted that 93.7% had witnessed or experienced the helpfulness of police to the public in assuring the safety and security of the people

Analysis of the variable in terms of age revealed that more than 87% across all age groups reported about the helpfulness of police with maximum (cent per cent) reporting from 22-35 yrs age group.

Sex-wise, all the 37 females under study reported positively on the helpfulness of police whereas the males who reported the same were 92.5 %.( refer to table 3.5.7)

*It is clear from the data that despite the negative impressions on the police in different matters, most of them believe that the police are unavoidable part of their life in protecting their lives. The Project accelerated this belief among the people especially among the women folk.*

**Table No.3.5.7**  
**Perception on the Helpfulness of Police by Age and Sex**

Age (in yrs)	Helpfulness of police			Total
	Yes	No	Don't know	
22 – 35	12	-	-	12
	100.0%	-	-	100.0%
35 – 45	46	1	-	47
	97.9%	2.1%	-	100.0%
45 – 55	65	5	4	74
	87.8%	6.8%	5.4%	100.0%
55 – 65	47	-	4	51
	92.2%	-	7.8%	100.0%
Above 65	52	1	-	53
	98.1%	1.9%	-	100.0%
Total	222	7	8	237
	93.7%	3.0%	3.4%	100.0%
<b>Sex</b>				
Male	185	7	8	200
	92.5%	3.5%	4.0%	100.0%
Female	37	-	-	37
	100.0%	-	-	100.0%
Total	222	7	8	237
	93.7%	3.0%	3.4%	100.0%

*Perception on the Performance of the Police*

The present study sought the perception of the people on the performance of police by asking them to rate it on a 7 point scale. In this regard, the

maximum ratings of 6 or 7 i.e., very good (32.9%) or best (35.9%) was marked by majority (68.8%) of the respondents.

Age-wise, 78% to 92% of all age groups had rated the performance of police as either good very good or best. The maximum in this regard was reported from the age group of 22-35 yrs followed by 35-45 yrs with 90.8%.

Sex-wise, none of the females rated negatively on the performance of police while a few (3.0%) of their counter parts rated it as poor, very poor or worst. Further, females outnumbered the males in giving comparatively higher ratings (i.e., very good or best) for the performance of police. (*Refer to table 3.5.8*)

*Frequent interactions of the police with the community might be the reason for the enhanced ratings for the performance of police.*

**Table No.3.5.8  
Perception on the Performance of Police  
by Age and Sex of the Respondent**

<b>Performance of Police and Age</b>								
Age (in yrs)	Performance of Police							
	worst	very poor	poor	average	good	very good	best	
22 – 35	-	-	-	1	-	4	7	12
	-	-	-	8.3%	-	33.3%	58.3%	100.0%
35 – 45	-	-	-	9	8	15	15	47
	-	-	-	19.1%	17.0%	31.9%	31.9%	100.0%
45 – 55	-	1	3	12	14	20	24	74
	-	1.4%	4.1%	16.2%	18.9%	27.0%	32.4%	100.0%

55 – 65	-	-	1	7	5	17	21	51
	-	-	2.0%	13.7%	9.8%	33.3%	41.2%	100.0%
Above 65	1	-	-	5	7	22	18	53
	1.9%	-	-	9.4%	13.2%	41.5%	34.0%	100.0%
Total	1	1	4	34	34	78	85	237
	.4%	.4%	1.7%	14.3%	14.3%	32.9%	35.9%	100.0%
<b>Performance of police and Sex</b>								
Male	1	1	4	30	30	65	69	200
	.5%	.5%	2.0%	15.0%	15.0%	32.5%	34.5%	100.0%
Female	-	-	-	4	4	13	16	37
	-	-	-	10.8%	10.8%	35.1%	43.2%	100.0%
Total	1	1	4	34	34	78	85	237
	.4%	.4%	1.7%	14.3%	14.3%	32.9%	35.9%	100.0%

#### *Perception on the Extent of Approachability towards the Police*

The rating in this regard showed that 98% of the respondents reported of the approachability of the public towards police as very well (33.8%), possible (24.1%), some what possible (18.1%) and average (21.9%).

Age-wise, the data revealed that the higher number (66.7%) of youngsters (22-35 yrs) gave the ratings i.e., 6 or 7 in this regard. Further, the lowest or negative ratings were given by a few from the age groups of above 65yrs (5.7%) and 45 – 55 (2.8%).

Sex-wise analysis showed that cent percent of the females interviewed were on the positive (average or above average) regarding the approachability towards police by the public while 2.5% of the males reported negatively



(below average) on the matter. Further, comparatively a higher number of females gave the ratings of 7 (43.2%) and 6 (29.7%) for the approachability towards police than their counterparts. (Refer to table 3.5.9)

**Table No.3.5.9**  
**Perception on the Extent of Approachability towards Police**  
**by Age and Sex of the Respondents**

<b>Extent of Approachability &amp; Age</b>								
Age	Extent of Approachability							Total
	Impossible	Very Difficult	Difficult	Average	Some what Possible	Possible	Very Well	
22 – 35	-	-	-	2	2	2	6	12
	-	-	-	16.7%	16.7%	16.7%	50.0%	100.0%
35 – 45	-	-	-	10	10	10	17	47
	-	-	-	21.3%	21.3%	21.3%	36.2%	100.0%
45 – 55	-	1	1	21	14	18	19	74
	-	1.4%	1.4%	28.4%	18.9%	24.3%	25.7%	100.0%
55 – 65	-	-	-	11	9	11	20	51
	-	-	-	21.6%	17.6%	21.6%	39.2%	100.0%
Above 65	2	-	1	8	8	16	18	53
	3.8%	-	1.9%	15.1%	15.1%	30.2%	34.0%	100.0%
Total	2	1	2	52	43	57	80	237
	0.8%	0.4%	0.8%	21.9%	18.1%	24.1%	33.8%	100.0%
<b>Extent of Approachability &amp; Sex</b>								
Male	2	1	2	46	39	46	64	200
	1.0%	.5%	1.0%	23.0%	19.5%	23.0%	32.0%	100.0%
Female	-	-	-	6	4	11	16	37
	-	-	-	16.2%	10.8%	29.7%	43.2%	100.0%
Total	2	1	2	52	43	57	80	237
	0.8%	0.4%	0.8%	21.9%	18.1%	24.1%	33.8%	100.0%

*Perception on the Behaviour of the Police*

When asked to rate the behaviour of the police, a good number (40.5%) rated it as ‘best and very good (28.7%); followed by average (21.9%) and good (18.1%).

Surprisingly, the analysis based on age portrayed that none from the lower age groups (i.e., 22- 35yrs, 35-45yrs) had given negative ratings to the behaviour of police. Further, 58.3% from the age group of 22-35yrs gave the highest rating of best followed by those from the age group of 55- 65 with 43.1%.

Sex-wise analysis showed that 81% of the females rated the behaviour of police as either best or very good. (*Refer to table 3.5.10*)

**Table No.3.5.10  
Perception on the Behaviour of Police by Age and Sex**

<b>Behaviour of Police &amp; Age</b>								
Age (in yrs)	Behavior of Police							<b>Total</b>
	Worst	Very poor	Poor	Average	Good	Very good	Best	
22 – 35	-	-	-	2	1	2	7	12
	-	-	-	16.7%	8.3%	16.7%	58.3%	100.0%
35 – 45	-	-	-	4	12	13	18	47
	-	-	-	8.5%	25.5%	27.7%	38.3%	100.0%
45 – 55	-	1	1	10	15	19	28	74
	-	1.4%	1.4%	13.5%	20.3%	25.7%	37.8%	100.0%
55 – 65	-		1	4	7	17	22	51
	-	-	2.0%	7.8%	13.7%	33.3%	43.1%	100.0%

Above 65	1	-	-	6	8	17	21	53
	1.9%	-	-	11.3%	15.1%	32.1%	39.6%	100.0%
Total	1	1	2	26	43	68	96	237
	.4%	.4%	.8%	11.0%	18.1%	28.7%	40.5%	100.0%
<b>Behavior of Police &amp; Sex</b>								
Male	1	1	2	25	37	56	78	200
	.5%	.5%	1.0%	12.5%	18.5%	28.0%	39.0%	100.0%
Female	-	-	-	1	6	12	18	37
	-	-	-	2.7%	16.2%	32.4%	48.6%	100.0%
Total	1	1	2	26	43	68	96	237
	.4%	.4%	.8%	11.0%	18.1%	28.7%	40.5%	100.0%

*Each and every positive response by a single person with regard to their safety, decrease in social problems and attitude towards police etc shows that the project could make an impression and hope in the minds of a good number of people. The interactive approach of the beat officers and the functioning of the Janamaithri Samithis in the respective areas might have contributed to the state of affairs. It is to be noted that a good number of respondents has reported about a decrease in social problems such as: the incidents of illicit liquor, atrocities in general and against women in particular, robbery and snatching, gunda incidents etc. Majority across all age, education and sex groups had expressed a positive attitude towards the performance, behaviour and approachability of the public towards the police*

*In short, the Janamaithri Suraksha Project in Thiruvalla has made a positive impact in all spheres of the community life in the area to an extent. However, there is scope for the initiation of more area specific programmes to increase the effectiveness of the project as a whole.*

### **3.6 Weaknesses / Limitations of Janamaithri Suraksha Project**

For the continuation of any project, it is important to find out the strengths as well as the weaknesses / limitations of the project. The most eligible people to assess the drawbacks are the beneficiaries of the project. Their views and perceptions highlighted that most were very positive about the project and its implementation in their areas. This study has sought the views / perceptions of the respondents who had the knowledge of the project, regarding the weaknesses/limitations of the JSP.

The responses in this regard showed that majority (77%) reported of no weakness/limitation. This might be due to the fact that many of them have availed the benefits of the project at some point of time. However, a few respondents (50 out of 217) had put forth the following negative aspects/areas in the implementation of the project. (*Refer to table 3.6.1*)

#### *Absence of Fear about Police and Law*

Among the 50 respondents who reported of the limitations, most (24) had the apprehensions of the occurrence of absence of fear about police and law by the public. The reason for such apprehension might be due to the frequent interactions and inter relationship developed by the police with a few people in the community which will naturally be resulting in preferential treatment. (*Refer to table 3.6.1*)

#### *Influence of Anti-socials on the Janamaithri Officials*

Influence of anti-socials on the Janamaithri officials was reported by only 14 respondents. They perceive that such influence happens due to illegal

relationship that exists between the Janamaithri police and the anti-socials to achieve certain benefits through the backdoors. This calls for keeping a vigilant eye on the activities of Janamaithri Suraksha Project carried out at the respective communities. (*Refer to table 3.6.1*)

#### *Rude behaviour of Janamaithri Suraksha Samithi (JSS) Members*

The Janamaithri Suraksha Samithi has a very vital role to play in the project. They are also involved in designing the project activities and implementing it in the project area. Hence, the rude behaviour from any of the members could lead to negative impact in the smooth running of the project. This aspect was raised by only a minimum number. (*Refer to table 3.6.1*)

#### *Other Limitations*

Besides the above limitations, a few others were also mentioned by the respondents. They are:

- Delay in the implementation of activities
- Non efficiency in carrying out certain activities by few members of the Janamaithri Suraksha Samithi of the respective locations.
- Lack of presence of top level officials in the project area
- Inadequate number of beat officers.
- Absence of sufficient number of vanitha police personnel

**Table No.3.6.1**  
**Weaknesses/Limitations of the Janamaithri Suraksha Project**

<b>Weaknesses/Limitations</b>	<b>Frequency</b>	<b>Per cent</b>
Influence of anti socials on the Janamaithri officials	14	6.5
Absence of fear about police and law	24	11.1
Rude behavior of Janmaithri official	0	0.0
Rude behaviour of the Janmaithry Suraksha Samithi members	3	1.4
No weakness/limitation	167	77.0
➤ Others (Delay in the implementation of activities, Non efficiency in carrying out certain activities by few members of the Janamaithri Suraksha Samithi of the respective locations. Lack of presence of top level officials in the project area etc.)	9	4.1
<b>Total</b>	<b>217</b>	<b>100</b>

*Although, the drawbacks and the number of respondent who reported the problems were very few in numbers, the limitations should be seriously taken care of so that the project could have a smooth sail in the ocean of turbulent waves manifested by way of its functioning.*

### **3.7 Suggestions for Improvement**

Every project has its visions on the implementations. It may not be practical to put them to practice on a full scale. The prime aim of the study hence was to find out this gap between the envisioned and the current situations. Identification and filling up of these gaps by using the suggestions from different stakeholders is very important. Hence, this section deals with the suggestions elicited respondents for making the implementation of the project more effective and sustainable. However, out of the 217 who knew about the project, only 76 could provide suggestions in this regard. These suggestions would ultimately help in bringing about the required measures for successfully implementing the project in the area.

*Following are the prominent suggestions by the respondents:*

- Provide more awareness campaign on the JSP using a variety of Publicity Media (Audio & Visual).
- Conduct Legal awareness Programmes
- Introduce Counselling Facilities
- Strengthen Night Patrolling ensuring the participation of the local residents.
- Enhance the number and frequency of house visits
- Appoint more beat officers

**FINDINGS AND RECOMMENDATIONS**

The new venture and much acclaimed project of the Home Department, Govt. Kerala – The Janamaithri Suraksha Project (JSP) has taken its roots in the year 2008. The project is aimed at bridging the gap between the police and the public facilitating closer ties between them in order to ensure the security and safety of the people in the communities. Initiated in 20 police stations in the beginning, it has been extended to 23 police stations at the second phase and 100 police stations at the third phase. The present study titled *‘Influence of Janamaithri Suraksha Project on the Communities with special reference to Thiruvalla Police Station Limits of Pathanamthitta District* was undertaken under the auspices of the Home Department, Govt. of Kerala primarily to gauge into the overall extent/reach of the programme along with its influence/ impact on the community in preventing crime and anti social activities. It has also ventured in, to assess the perception of the people on various social problems and the impact of the Janamaithri Suraksha Project in minimizing these problems.

***The major objectives of the study were:***

- 1) To understand the socio-economic profile of the respondents
- 2) To study the Knowledge/awareness about Janamaithri Suraksha Project (JSP)
- 3) To assess the activities carried out by the beat officers
- 4) To analyze the visits undertaken by the beat officers
- 5) To find out the impact/effectiveness of the Janamaithri Suraksha Project.



- 6) To identify the weaknesses/limitations of the project in its implementation.
- 7) To suggest appropriate measures for improving the effectiveness/impact of the Janamaithri Suraksha Project

Keeping the objectives close in front, a review of the Janamaithri Suraksha Project as a mechanism for moulding of police- public relationship and prevention of crime was carried out. To this effect, 237 respondents of all age and sex groups were randomly selected from the households, roads and business establishments within the limits of the Thiruvalla Police station in Pathanamthitta District, which had 15 Janamaithri Beats. The information related to various aspects of the study was elicited from these selected respondents through the administration of pre-tested interview schedules and the conduct of informal discussions.

This chapter presents the findings derived from the data gathered related to the subject of study and the subsequent recommendations out of it.

#### **4.1 MAJOR FINDINGS**

Major findings of the study were scripted under the heads; Socio-economic profile of the respondents, Extent of knowledge /awareness on Janamaithri Suraksha Project (JSP), Visits of the beat officers and allied matters, Activities carried out by the beat officers, Impact of the Janamaithri Suraksha Project on the communities and Weaknesses/limitations of the project.

## **Socio-Economic Profile of the Respondents**

### ***Age***

- The age of the respondents varied from 22yrs to 89yrs
- More than 75% of the respondents were in the age group of 45yrs and above.
- The youth ('below 35yrs') were found to be very less with 5.1%

### ***Sex***

- Majority (84.4%) of the respondents were males

### ***Education***

- 52.3% of the respondents were with 'high school education'.
- College educated and primary educated constituted 23.6% and 15.2% respectively.
- Post graduates (6.3%) and Professionals (2.5%) were found to be less

### ***Religion***

- Hindus (54.0%) represented over half the population under study
- 41.8% and 4.2% each belonged to the Christian and Muslim Communities.

### ***Marital Status***

- 97% of the respondents were reported to be married.

### ***Employment Status***

- 67.9% were unemployed.
- Only 32.1% formed the employed group.

### ***Annual Income of the Family***

- A good number (32.9%) of the families were earning only an income of Below Rs.25000/- annually.

- 29.1% belonged to the income group of ‘Rs.25000/- and Rs.50000/’ and 24.9% earned an income between ‘Rs.50001/- and Rs.75000/’.
- 13%, were earning an annual income between Rs.100,001 to Rs.150,000/-.

*The socio economic profile thus showed that most of the respondents were married. Age-wise, more than 75% belonged to the age group of ‘45 and above’ and were with high school or college education. Religion-wise majority were Hindus and Christians. Further, most of them were unemployed. A good number of the households were earning an annual income of below Rs.50000/-.*

### **Knowledge /Awareness on Janamaithri Suraksha Project (JSP)**

#### ***Status of Knowledge / Awareness on the Janamaithri Suraksha Project***

- 91.6% of the respondents were aware of the Janamaithri Suraksha Project (JSP)
- All the 37 females in the sample reported about their knowledge on the JSP.
- Ignorance about the project was reported by 10% of the males.

#### ***Sources of Knowledge / Awareness on the Project***

- For 80.6%, the source of information was the Janamaithri police.
- Print media as the source was reported by 32.3%.
- The other sources of information were: Govt. programmes (7.4%), Govt. publications (3.7%) and Friends and Relatives (2.8%).

### ***Period of Receipt of Knowledge/Awareness on the Project***

- Of those 217 respondents who had knowledge about JSP, 53.9% were in receipt of the information for the past 1 year or below.
- 40.6% had knowledge/awareness about the project for the past 1- 2 years.
- The rest (5.5%) were aware of the project for more than 2 years.

### ***Perception about the Beneficiaries of the Project***

- 94.0% believed that JSP was intended 'for the welfare of the public'.
- A few (6.0%) perceived it to be 'for the welfare of both the Police and the Public'.

### **Beat officer's Visits and Allied Matters**

#### **Beat Officer's Visits**

##### ***Number of Visits by Beat Officer***

- 29.5% of those who had knowledge on the project, reported about 1- 2 visits by the beat officer.
- 3 - 4 and 5- 6 visits were reported by 27.2% and 24% respectively.
- The highest number of visits (7&above) was recorded by 18.4%

##### ***Prior Information about the Visit***

- 85.6% of the respondents had not received any prior information about the visit by the Beat officer.

##### ***Time of Visit***

- Most of the visits conducted were in day times i.e., 8am-12 noon' (45.1%) and '12 noon- 4pm' (44.6%)
- 22.8% mentioned the time of visit as between 4pm – 8pm.

### ***Place of Visit***

- 92.6% of the respondents reported that the beat officer visited and interacted with them in their respective houses.
- Visits at public places and community hall were reported by 17.7% and 7% respectively.

### ***Nature of Visit***

- 71.6% were visited by the Beat officer with their family members.
- Personal visits (27.0%), Meetings (13.0%), Meeting in groups (3.7%) were the other type of visits conducted by the beat officer.

### ***Participation of Spouse / Husband during the Visit***

- More than half of the respondents mentioned about the presence of their counterparts during the visit of the Janamaithri Police.

### ***Number of Police Personnel during the Visit***

- The number of police personnel attended during the visits varied from 1 to 7.
- 83.7% reported about the presence of only one police personnel during the visits.

### ***Presence of Vanitha Police during the Visit***

- 97.2% reported of the absence of Vanitha Police during the visit.

### ***Topics Discussed by the Janamaithri Police***

- ‘Night patrolling’ was the main topic of discussion by the janamaithri police as 64.2% stated about the same.
- Individual discussion (personal matters) was reported by 48.4%.

- Anti-drug campaign, campaign against illicit liquor, sanitation awareness and traffic awareness were mentioned by 29.8%, 26.5%, 22.3% and 19.1% respectively.
- The other topics of discussion were: blood and eye donation camps, security awareness, collection of details of domestic workers, disaster management, complaints through complaint box and conducting of family / ward level meetings and seminars.

### ***Time spent for the Discussion***

- 54% of the respondents reported the duration of discussion as between 10-30 minutes with a distribution of '10-20minutes' by 23.3% and '20-30 minutes' by 30.7% respectively
- Discussion for more than 1 hour was reported by only 13%.

### **Behaviour of the Beat Officer and Allied Matters**

#### ***Behaviour of the Beat Officer***

- 96.3% of the respondents affirmed about the cordiality of the beat officers during their visits to the community.
- Gender-wise, almost an equal number of males and females had the positive opinion about the cordiality of the Beat officer.

#### ***Rating of Behaviour***

- 58.7% rated the cordiality of beat officer as excellent followed by 33.6% rating it as 'very good'
- Gender-wise, females (97.2%) outnumbered the males (91.3%) in rating the behavior of beat officer as excellent or very good

*The figures indicated that the beat officers were able to make an impact on the community through their good conduct. It is a transformation from the general notion about the police which displays green signal to the continuation of the Janamaithri Suraksha Project in the entire state.*

***Satisfaction on the Beat Officer's Interaction***

- 98.1% of the respondents expressed their satisfaction on the interaction by the beat officer
- Gender-wise, males outnumbered the females in expressing satisfaction in the same.

***Extent of Satisfaction***

- Majority (87.4%) rated the satisfaction on the beat officers' interaction as either excellent or very good.
- 4.2% rated the same as satisfactory.

***Usefulness of the Suggestions by the Beat Officer***

- 96.3% of the respondents mentioned positively about the usefulness of the suggestions given by the Beat officer.
- Sex-wise, males outnumbered the females in reporting about the usefulness by a slight margin.

***Extent of Usefulness***

- Of those who reported about the usefulness of the suggestion, 92.3% rated it as above average

***Status of Practice of the Suggestions Given by the Beat Officer***

- Only 29.5% put into practice the suggestions given by the beat officer
- Gender wise, a higher number of males (32.6%) practiced the suggestions than the females (14.3%).

### ***Suggestions Implemented by the Respondents***

- The important suggestions that were put into practice were; Participation in night patrolling, developing hygiene habits and efforts for the prevention of anti-social activities.
- The other suggestions implemented by a few were; measures for the security of the house, obeying traffic rules, avoiding the habit of using alcohol, friendly relation with neighbours, improving the common amenities and health and sanitation related activities.

### **Activities Carried Out by the Beat Officer**

#### ***Activities Carried out for the Improvement of Traffic System***

- Only 16.1% reported about the conduct of traffic related activities by the beat officer.
- Age-wise, a good number from the age groups of 33 -45yrs (24.4%) and 45-55yrs (19.7%) reported about the conduct of traffic related activities.
- The activities implemented were classes and awareness campaigns, traffic warden system, enforcement of traffic control over the places of near schools, busy roads and at bus stops.

#### ***Hygiene Related***

- Only 25% of the respondents reported about the conduct of the hygiene related activities in the study area.
- Age-wise, more than 26% of those belonging to the age groups of 22-35 yrs, 35- 45yrs, and 45- 55 yrs were aware of the hygiene improvement activities carried out by the beat officers.



- Awareness classes / campaigns, 'one week cleanliness drive', Environmental cleaning, cleaning activities carried out in the roads and canals and appointment of people for collecting the waste etc, were some of the hygiene related activities carried out by the beat officers.

#### ***Interaction with the children***

- 33.2% reported positively about the interaction by the beat officer with the children.
- Age-wise, 63.6% of the youngsters (22-35yrs) reported about the interaction with the children by the beat officer.

#### ***Night Patrolling***

- 45.6% reported about the conduct of various activities carried out by the beat officer for involving the community members in night patrolling.
- Age-wise, 81.8% of the youngsters (22-35yrs) and 55.6% of middle aged (35-45yrs) reported about the activities carried out in this regard.

*The positive responses proved that the Janamatirhi Beat Officers at Thiruvalla Police Station Limits have been successful in involving the people of different categories in night patrolling. Yet, it should be noticed from the above that there is still a segment of the population who were either ignorant or negative about the efforts taken by the beat officers in this regard, requiring initiation of steps to address the matter in a constructive manner to yield maximum benefit from this activity of the Janamaithri Suraksha Project.*

## **Effectiveness / Impact of the Janamaithri Suraksha Project**

### ***a. Effectiveness in relation to the Extent of reach of the Project***

- 91.6% of the respondents had reported of a fairly good knowledge / awareness about the Janamaithri Suraksha Project.

### ***b. Effectiveness in relation to the improvement in minimizing the social problems***

#### *Change in the Family Atmosphere*

- 25.8% stated about a positive change in the family atmosphere due to the implementation of the Project.
- Sex-wise, only below 30% from both the categories had reported on the affirmative.

*Since majority has reported on the negative, it was presumed that continuous presence of the beat officers could bring about a positive change in the family atmosphere.*

#### *Change in the Safety/Security of Women*

- 65.9% of the respondents (Out of 217 who had knowledge of the project) reported of an improvement in the security of women due to the implementation of the project.
- Gender-wise, comparatively a higher number of females reported of an improvement in the safety of women than males.
- With regard to the extent of improvement, most gave high ratings i.e., great (33.2%) and good (29.0%).

*The positive change in the safety and security of women reported by majority showed that the project is progressing fairly in achieving its set objective of ensuring protection to women.*

### *Change in the Presence of Police in the area*

- 58.6% respondents reported of an increase in the presence of police
- 15.6% mentioned about the absence of change and 18.1% were ignorant on the matter.
- Gender-wise, those who reported of an increased presence of police were comparatively lesser in the male category than the females with 57.5%.

### *Change in the Safety/Security of People*

- 62% stated about a positive change regarding the improvement in safety and security.
- Sex-wise, majority of the females (83.8%) had felt more secure than the males (58.0%)

### *Eve teasing*

- 37.1% mentioned about a decrease in the incidents of eve-teasing during the last 6 months.
- Gender-wise, comparatively a higher percentage of females (48.6%) reported about a decrease in eve-teasing than the males (35.0%).

### *Robbery / Snatching*

- 16.5% of the respondents under study reported about the occurrences of robbery/snatching during the past six months.
- Regarding the change occurred, 43.0% reported about a decrease in the occurrence of these crimes.
- Sex-wise, females outnumbered the males in reporting about the decrease by a margin of 10%.

### *Gunda Menace*

- 37.1% reported about a decrease in gunda menace although only 3.4% had mentioned about the occurrence of the same during the six months prior to the survey.
- A higher number of females (43.2%) than the males stated about the decrease in this regard.

### *Illicit Liquor*

- A decrease in the issue of illicit liquor was reported by 29.5%.
- However, the existence of the problem in their respective areas was reported only by a few.
- Females (32.4%) outnumbered the males (29.0%) in reporting about a decrease in the problem.

## ***c. Effectiveness in relation to the Attitude towards Police***

### *Improvement in Attitude towards Police*

- 88% of the respondents reported about a positive change in the attitude of the public towards police due to the interaction with Janamaithri police.
- Gender-wise, comparatively a higher number of females (91.9%) than the males (87.2%) reported in the affirmative.

### *Reluctance to Approach the Police Station*

- 84.8% reported of their readiness to approach the police station for various purposes.
- Reluctance was reported by only 15.2%.

- Age-wise, more than 75% across all age groups had expressed that they had no reluctance to approach the police station for their various needs.
- Sex-wise, a higher number of females reported of their non-reluctance compared to the males.

*Perception on the Helpfulness of Police*

- 93.7% had witnessed or experienced the helpfulness of police to the public in assuring the safety and security of the people.
- Age-wise, more than 87% across all age groups reported about the helpfulness of police.
- Sex-wise, all the 37 females under study reported positively on the helpfulness of police.

*Despite the negative impressions on the police in different matters, most of the respondents believed that the police are unavoidable part of their life in protecting their lives. The Project accelerated this belief among the people especially among the women folk.*

*Perception on the Performance of the Police*

- 35.9% and 32.9% of the respondents rated the performance of police as best and very good respectively.
- Age-wise, 78% - 92% of all age groups had rated the performance of police as either good, very good or best. The maximum was reported from the age group of 22-35 yrs followed by 35-45 yrs with 90.8%.
- Sex-wise, none of the females rated negatively on the performance of police while a few (3.0%) of their counter parts rated it as poor, very poor or worst.

*Frequent interactions of the police with the community might be the reason for the enhanced ratings for the performance of police.*

*Perception on the Extent of Approachability towards the Police*

- 98% of the respondents reported of the approachability of the public towards police as very well or possible or somewhat possible or average.
- Age-wise, a higher number (66.7%) of youngsters (22-35 yrs) rated the extent of approachability as best or very good.
- Sex-wise, all the 37 females stated about the approachability as either average or above average i.e., possible, somewhat possible and very possible.

*Perception on the Behaviour of the Police*

- The behaviour of the police was rated by 40.5% as 'best' followed by 28.7% as very good, average (21.9%) and good (18.1%).
- Age-wise, none from the lower age groups (i.e., 22-35yrs, 35-45yrs) had rated the behaviour of police as poor or very poor or worse.
- Sex-wise, of the 37 females under study, 81% rated the behaviour of police as either best or very good.

**Weaknesses / Limitations of Janamaithri Suraksha Project**

- 77% could not identify any major weakness/limitation in the implementation of the Janamaithry Suraksha Project in their area.
- Only 23 % had reported of a few weaknesses /limitations such as: Absence of Fear about Police and Law (as reported by 24 out of the 50 who reported of the drawbacks), Influence of Anti-socials on the Janamaithri Officials (14 out of 50 respondents), Rude behaviour of

the Janamaithri Suraksha Samithi members, Delay in the implementation of activities, Non efficiency in carrying out certain activities by a few members of the Janamaithri Suraksha Samithi of the respective locations, Lack of presence of top level officials in the project area, Inadequate number of beat officers and Absence of sufficient number of vanitha police personnel.

*Although, the drawbacks and the number of respondents who reported the problems were very few in numbers, the limitations should be seriously taken care of so that the project could have a smooth sail in the ocean of turbulent waves manifested by way of its functioning.*

## 4.2 RECOMMENDATIONS

The impact study of Janamaithri Suraksha Project on the communities was conducted among 237 respondents in the Thiruvalla police station limits of Pathanamthitta district. Based on the interactions with various stakeholders through interviews and discussions, important findings were arrived at. This section highlights the recommendations drawn out of these to make the project more efficient and sustainable. They are presented under the major heads: Janamaithri Publicity Campaign, Janamaithri Police, Janamaithri Samithi, Capacity building, Janamaithri Project Activities, and Expansion of the project

### *Janamaithri Publicity Campaign*

- Give wider publicity to the Janamaithri Suraksha Project through different media- print, visual and audio.
- Disseminate Knowledge about the Janamaithri Suraksha Project through the Grama Sabha meetings.
- Entrust the beat officers or concerned police officials to address Kudumbasree members through the ADS and CDS meetings with the Janamaithri Suraksha Project and its salient features.

### *Janamaithri Police*

- Deploy more trained Janamaithri police in each of the beats.
- Entrust the beat officer exclusively with the activities of the Janamaithri project, so that he could concentrate more on these.
- Ensure the services of vanitha police personnel in the Janamaithry team.



- Provide incentives either in cash or kind to the best beat officer at the zonal/district/state level.

### ***Capacity Building***

- Enhance the number of trainings to the beat officers
- Include the topics of stress management, leadership, team building, rapport building along with personality development and communication skills in the training module.

### ***Janamaithri Samithi***

- Hold Janamithri Samithi meetings more frequently.
- Network with residents associations, Local NGOs, educational institutions/youth clubs during the various phases of the project.
- Involve social service organizations like National Service Scheme (NSS) in implementing the various activities of the project
- Instruct a Janamaithri Samithi representative to attend the zonal level meetings of the respective District Residents Association Apex Council.
- Fix a notice board for the Janamaithri Samithi in each beat.
- Put up a complaint box for registering complaints about the functioning of the project at each beat.
- Set up an award for the best Janamaithri Samithi.

### ***Janamaithri Project Activities***

- Ensure monthly target based conduct of house visits and interaction activities.
- Diversify the activities of Janamaithri Suraksha Project to more areas of interventions like counseling, referral services etc.

- Adopt measures to control the intrusion of excessive political and anti social interventions.
- Conduct periodical monitoring of the project at the Zonal/district/state level.

***Expansion of the project***

- Expand the project to all the police stations in the state of Kerala for better utilization of the project by the general public.

*Though the Janamaitrhi Suraksha Project confronts with a number of problems from the different quarters during the various stages of its implementation, the desire for success acts as a torch bearer for the police and the people to swim against the undercurrents resulting in a slow and steady progress towards green pastures of success!*

\*\*\*\*\*

# **APPENDICES**

I. Interview Schedule

II. References

*Appendix -1*

**Interview Schedule**

## **References**

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