TECHNOLOGY AND INNOVATION IN LAW ENFORCEMENT AND POLICING

Dissertation submitted to Maharishi University of Information Technology, Noida
School of Law, in partial fulfilment of the requirement for the degree of Masters of LL.M.

SUBMITTED BY

ROBIN SINGH

UNDER THE SUPERVISION OF

DR. K. B. ASTHANA

DEAN

MAHARISHI UNIVERSITY OF INFORMATION TECHNOLOGY

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CERTIFICATE

This is to certify that the research work entitled **Technology and innovation in law enforcement and policing** is the work done by **Robin Singh**, Enrolment No. **MUIT0224054078** under my guidance and supervision for the partial fulfillment of the requirement of LL.M degree at Maharishi Law School, Maharishi University of Information Technology, Noida.

Dr. K. B. Asthana

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Date & Place:

DECLARATION

 I declare that the dissertation entitled **Technology and innovation in law enforcement and policing** is the outcome of my own work conducted under the supervision of **Dr. K.B. Asthana, Dean** at Maharishi Law School, Maharishi University of Information Technology, Noida.

I declare that the dissertation comprises only of my original work and due acknowledgement has been made in the text to all other material used

Signature

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UNDERTAKING BY THE CANDIDATE

This is to certify that I, **Robin Singh**, **Enrol. No**. **MUIT0224054078** , have completed the dissertation work on the topic **Technology and innovation in law enforcement and policing** under the guidance of **Dr. K.B. Asthana, Dean** for the partial fulfillment of the requirement for the degree of LL.M. This is an original piece of work and the same has not been submitted earlier to any other Institute for the award of any other degree.

Date: Signature of the Student

Place: Name of the Student

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This study is the culmination of countless hours of research by the author. Any material utilized by the author that has been used in this study has been thoroughly acknowledged. Writing of this study has been a journey of not only exploring the study of criminal law through texts, books, Journal and online articles but has also shown me a new dimension of criminal justice system. This has been possible due to extensive and detailed study of the same. My research on this topic will help me to better understand the various stages of criminal trial along with the latest developments.

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4. Parkash Singh and others v. Union of India

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6. Miranda v. Arizona

7. M.P. Sharma v. Satish Chandra

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9. Vineet Narayan v. Union of India

10. Sunil Batra v Delhi Administration

11. Raghubir Singh v State of Haryana

12. Sheela Barse v Union of India and Others

LIST OF ABBREVIATIONS

1. V. : Versus

2. SC : Supreme court

3. HC: High Court

4. CCTV: Closed Circuit Television

5. Ors : Others

6. Anr. : Another

7. LGBT: Lesbian, Gay, Bisexual and Transgender

8. FIR: First Information Report

9. SC/ST: Scheduled caste and Scheduled Tribe

10. CID: Crime Investigation Department

11. DIG: Deputy Inspector Generals

12. SHO: Station House Officer

13. IPS: Indian Police Service

14. PS: Police Station

15. ACP: Assistant commissioner of police

16. USA: United States of America

17. CLG: Community Liaison Group

18. UNDP: United Nations Development Programme

19. BPR&D: Bureau of Police Research and Development)

20. SPO: Special Police Officers

21. BWC: Body-worn cameras

22. u/s : Under Section

23. Art. : Article

24. Const : Constitution

25. AIR : All India Reporter

26. Jour. : Journal

27. SCC : Supreme Court Cases

28. SCR : Supreme Court Reports

29. GPS: Global Positioning System

30. ICT: Information and Communication Technology

31. CPC: Code of Civil Procedure

32. CrPC

33. Mar.: March

34. Apr.: April

35. GIS: Geographical Information System

36. CCTNS: Crime and Criminal Tracking Network and System

37. NATGRID : National Intelligence Grid

38. NERS : National Emergency Response System NERS

39. ED: Enforcement Directorate

40. RAW: Research and Analysis Wing

41. DRI: Directorate of Revenue intelligence

42. AI: Artificial Intelligence

43. AP: Andhra Pradesh

44. UP: Uttar Pradesh

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CHAPTER: 1

INTRODUCTION

1.1 INTRODUCTION

Every community needs peace and favorable conditions to grow. Societies that are chaotic and disturbed use all of their energies on things that are worthless. On the opposing side, kids can grow and succeed if they feel comfortable, secure, and in control. At this point, the police play a crucial role in society. This structure has always existed in some capacity, with various roles and responsibilities.

The word "police" has its root in Latin word "politeia," which stands for "Condition of the state".[1] There are different approaches to define police based on the nature of work performed by them but however in simple language police refers to the government officials who are responsible for maintaining law and order in the society.[2] They are responsible for maintaining peace, civil order and security of the people and the property. They have the obligation to take to take into consideration any kind of unlawful activity in the society and protect the rights of the citizens. The role and the nature of job that police has to undertake is not easy and it becomes even more challenging in Indian context due to the huge population, low rate of literacy, cultural division, caste based stigma, violence against women etc.[3]

The science of policing involves preserving law and order in a society that is always evolving. As a result, the policing ideology, policing techniques, and policing attitudes of those in charge of policing must not continue to be same. It is crucial to understand how it changed over the course of history and how it came to take on its current form. Prior to that, it might be more pertinent to examine the causes and circumstances that led to the current police system, as well as its structure and roles. Policing is not a single dimension

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[1] MICHAEL ROWE, POLICING THE POLICE: CHALLENGES OF DEMOCRACY AND ACCOUNTABILITY 87 (Policy Press 2020)

[2] *Ibid*

[3] DR. NIKHIL GUPTA, COMPEDIUM OF POLICE POWER AND DUTIES 44 (Asia Law House 2019)

concept but it has several facets. It is a multi-dimensional approach that works to raise the standard of the law enforcement mechanism, preserving the rights of the people and serving the community in the best possible manner. It also works to enforce the most crucial rights such as the Fundamental right and the human rights. The concept of community policing and the smart policing are two new dimensions that recently emerged in India. These two approaches of policing is required in present Indian context because the major problem faced in the law enforcement in India is with regards to the poor image of the police among public and the disability of the police force to use modern technology for the purpose of law enforcement.

Present time requires police to work on several parameters to handle the complex nature of crime. In present time community policing is one of the most prevalent methods of policing in India. In the era of technological innovation, it becomes extremely essential to implement the latest technology in the process of policing. The use of several technologies such as CCTV cameras, drones, biometrics, GPS navigation has helped the police authority to implement the concept of smart policing in Indian context. Let's analyze the different facets relating to the Policing in India.

1.2 SIGNIFICANCE OF RESEARCH

This research work is significant in the said domain because it gives the reader a comprehensive understanding of the entire facet of Policing in India in present context. This research work discuses about the different facets of policing and its contemporary facets. An elaborated discussion is made about the emerging concept of community policing in India and the huge implementation of technological innovation for the purpose of policing.

1.3 LITERATURE REVIEW

The book titled **"Police and policing in India"** by **Nehal Ashraf** is a masterpiece dealing with the concept of policing in present decade. Since this book is written recently, it covers the recent nature and the trends of policing. This book discusses in detail about the areas that needs policing to improve the performance of the law enforcement agencies. This book

also covers in details about the kinds of policing and the need for community policing in the present Indian Context.

Book titled as **"Community Policing"** by **Veerendra Mishra** is another significant book that deals with the each and every facets of the community policing in India. This book gives an elaborate understanding about the concept of community policing, its requirement in present Indian scenario and the ways and methods to initiate these kinds of policing in India. In this book author also makes an elaborate discussion about the various government schemes launched by the different state based on the model of community policing.

Journal article titled "**Privacy and Surveillance: A constitutional conundrum of the essence of rights and Justification for its denial"**[4]by Ira kumar is a good reading material on this topic. In this research work, extensive research is made on the various facets relating to surveillance and privacy. In the initial stages, this research work discusses how for Strengthening the national security framework the government tries to obtain more and more information about the things happening in the country, and this entire mechanism puts the privacy of the citizens at extreme risk. Surveillance by the government has made fun of the entire concept of privacy and reduced it to a myth in the Indian context. As the research work proceeds it analyzes how privacy as a constitutional right developed in India and USA due to judicial interpretation. Then it studies the legal framework of surveillance present in India and the USA. A discussion is made about the various judicial pronouncements where an effort is made to draw a line between surveillance and the privacy of the Individual.

The book titled **"Biometrics, Surveillance and the law"**[5] by Smyth Sara M. talks about the growing use of biometric surveillance technology by the state and the abuse of the privacy of citizens. This book makes an in-depth study about rapidly increasing biometric surveillance technology by the state in the name of enhancing security standards and combating terrorism, corruption, etc., which is increasing the threat to abuse of privacy and liberty of citizens. The other major topic that is being discussed is to what extent biometric

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[4]Ira Kumar, *Privacy and surveillance: A constitutional conundrum of essence of right and justification*, 3 INTER JOUR OF LAW, MANAG. & HUMA 13, 14-16 (2020)
[5] SMYTH SARA, BIOMETRIC, SURVEILLANCE AND THE LAW 120-140 (Taylor &Francis ltd 2019)

surveillance should be used and what data should be recorded and kept. The book then discusses the various social and legal problems relating to biometric surveillance and examines in detail a few of the important theoretical concepts relating to surveillance such as the Surveillance state. This book discusses one of the most crucial topics in detail which is the implementation of the biometric database "Aadhar" and what are its implications on the privacy of the masses. Overall this book gives a comprehensive study of the application of biometric surveillance and its privacy threats.

1.4 RESEARCH OBJECTIVES

The major objective of this research work is:

- To make a critical analysis about the concept of police and policing.
- To discuss about the emerging trend of community policing in India and the different projects launched by the various states based on the model of community policing.
- To make a study about the involvement and the use of technology in the policing in contemporary time.
- To analyze the use of CCTV camera in police station for the policing and the question relating to the right to Privacy.

1.5 RESEARCH QUESTIONS

Following are the research question on which researcher wants to make an in depth analysis:

1. What is the concept of policing and why there is need of it in India?
2. Why the trend of community policing is on rise in India and its benefits in Indian context?
3. What are the various government projects based on community policing launched by the different state ?
4. What the technologies used in India for policing and does it helped in strengthening the policing?
5. What are the future prospects of policing in India?

1.6 HYPOTHESIS

- With changing time the nature and the form of crime is undergoing constant change. To tackle the present day criminal activity it is essential that police should adopt the advance approach and method of solving the problem and upholding the peace and security in the society.
- The problems relating to the police organization such as corruption, police brutality, negligence in taking quick action, not conducting proper investigation etc calls to bring police reform by adopting the effective approach of policing.
- So, at present time policing along with the huge technological involvement is introduced in the police organization of several state. Looking at the importance of policing in present legal regime it is essential to make an elaborate discussion on the same.

1.7 SCOPE AND LIMITATION

This research work looks forward to make an in-depth analysis about each and every facet of policing in Indian Context. A basic discussion is made about the police, their role in a democratic setup, their powers and other related aspects. A critical analysis is made about the concept of Policing, its nature and requirement in the contemporary time. The emerging trend of community policing and smart policing is discussed elaborately to give a clear understanding the prevalent scenario in relation to policing in India. This research work is based on the Indian context and thus is limited to India. Somewhere when needed a bit of reference was drawn from foreign countries to give a comprehensive understanding to the readers.

1.8 RESEARCH METHODOLOGY

Present research work titled as **"Technology and Innovation in Law Enforcement and Policing"** is based on the primary and secondary data and the study is made on the basis of the data and work that is already available on the subject. In this research work researcher has purely relied upon theoretical library based research to legally analyze the given statement of law with utmost logic and to draw out the reasonable answer to the

given legal question. **The researcher has referred to primary data in the form of the Constitution of India, Indian Police Act, Universal Declaration of Human Rights, Indian Penal Code and various other Indian legislations.** Moreover several government reports, international reports, and statistical data are referred to. Several secondary data sources such as websites, blogs, research articles, research papers, online journals, books etc are referred to collect the major amount of data to shape this research project.

1.9 RESEARCH GAP

A lot of research has been conducted by the several researchers and academicians relating to the concept of policing but however a very few research is conducted to examine the contemporary facets of policing in Indian Context. Only few comprehensive research is available on the subject of policing in India during the phase of technological innovation. This research work fills this gap and provides a comprehensive analysis about the concept of policing in Indian context and takes into consideration the crucial approach related to policing such as Community policing and the huge involvement of technology in policing.

1.10 CHAPTERIZATION

This dissertation consists of five chapters. Structures of all the five chapters are discussed below:

Chapter 1: Introduction

This is the very first chapter of this dissertation. It consists of most crucial elements of a research work that is Literature Review, statement of problems, objective of the study, research question, hypothesis, methodology etc. This chapter gives a clear idea about the nature, scope and ambit of discussion that would be made by the researcher in the later part of this work.

Chapter 2: The Concept of Police and Policing

This is the second chapter of this research work and it consists of major discussion about the concept of police and policing. An elaborated discussion is made in this chapter with regards to the concept of police, their evolution and development, their functions and the

prominent role played by them in upholding the peace and the fabrics of democracy together. The entire concept of policing is also elucidated in this chapter. In this chapter a critical analysis is made about the meaning, definition, types and the nature of policing along with the several other critical topics such as urgent requirement of policing in the area of police brutality, SC/ST abuse, LGBT Community etc. Overall this chapter is a comprehensive analysis of the different facets of police and policing.

Chapter 3: Community Policing is the Need of the Hour

In this chapter different facets relating to the community policing is being discussed. The first topic that is being elucidated is the meaning and the historical roots of community policing in India. One of the most important topic of discussion under this chapter is the implementation of the concept of community policing by the several of the Indian state in the form of projects launched by them. Most famous community policing project "Maithri" by Hyderabad police is also being discussed minutely.

Chapter 4: Increasing Role of Technology in Policing

In this chapter an elaborate discussion is made about the involvement of technology in policing. Discussion is made about the different types of technology used by police in India for the purpose of policing. The concept relating to the use of CCTV cameras in police station for the purpose of smart policing and the question regarding the infringement of right to privacy is also taken up and discussed in the lights of the Judicial interpretation of the subject.

Chapter 5: Conclusion and Suggestions

This is the last chapter of the dissertation and provides the conclusion for the entire work. This chapter also gives wide range of suggestions that could be implemented for the purpose of smart and effective policing.

CHAPTER: 2

THE CONCEPT OF POLICE AND POLICING

2.1 WHO IS POLICE

The first and foremost thing that needs an elaborate discussion is about who is police. There are various perspectives to define police but however the most common one is that police refers to a state-established organization of individuals with authority to enforce the law, safeguard civilians, their rights, and deter crime and civil unrest.[6] They have legal authority to make arrests and employ force, which is justified by the state because it has a monopoly on violence. However it is crucial to take into consideration that generally police in India is maintained by the state government and their primary function includes maintenance of peace within their state. However there is a need to understand that the police force is not similar to military. The military and the para military forces are not included in the domain of definition of police. Police are entrusted with the responsibility to maintain law and order and to upholding public peace within a state while armed forces protects the nation from foreign aggressor.[7] A common definition of police forces is that they are distinct from the armed services and other organizations engaged in the nation's security from foreign aggressors.

The definition of police is commonly available at several places but however one of the best definition of the police is given under Oxford dictionary. According to the Oxford dictionary the term "Police" Stands for a civil force which has the responsibility and authority of upholding order, civil administration and the public order. The another interesting definition was given by Royal Commission on the Police Power and Procedure 1929. According to this committee Police refers to a person who are paid by the government to perform the duty of maintaining law and order.[8] After examining several

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[6] K.M MATHUR, POLICE IN INDIA: PROBLEMS AND PERSPECTIVE 24 (Bhartiya Gyanpeeth 2019)

[7] ARVIND VERMA, UNDERSTANDING THE POLICE IN INDIA 112 (Lexis Nexis India 2019)

[8] CIVILSDAILY, https://www.civilsdaily.com/news/role-played-by-judiciary-in-curbing-police-violence/ (last visited on Feb 10.2025. 3:40 PM)

definition it becomes clear that there are few ingredients that are always associated with the police force and so they are reflected in all the definition. All the definition reveals that police operates under state or central government and they are entrusted with the responsibility of maintaining peace and law and order. So by combining all the ingredients of the different definition it becomes clear that Police is a executive civil force employed by a state for the purpose of taking action in criminal cases, maintaining public peace and upholding law of the land.

The State Government is responsible for maintaining law and order, and the police are one of the tools used to maintain and uphold this. As a result, having a state-level police department that is kept up to date is essential.[9]

2.2 BACKGROUND AND THE HISTORICAL ROOTS OF POLICE SYSYTEM IN INDIA

The most crucial and the prominent function of the state, dating back to the Vedic period, has been to safeguard lives and people while also maintaining peace and harmony in society. Since the dawn of time, the rendering justice to the victims of criminal mishap and the building of the internal security system have been inextricably linked. The evolution of the police system did not happen immediately; it took place over time. It has a long and illustrious history in India. Even though there was no proper Skelton of police in the beginning, the concept was still present.

The evolution of police System in India has been divided into following Periods

1. Ancient Period
2. Medieval Period
3. British Period
4. Pre-IndependencePeriod
5. Post Independence Period

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[9] Supra Note 7

It is absolutely crucial to discuss each and every phase in detail for understanding the complete evolution of police system in India. It is very hard to find the presence of a regularly organized and legally controlled police system before the establishment of the British rule in the country but however it is not at all right to state that police system is the development of the British era. A little trace could be found about the presence of security organization even during Harapan civilization.

There were security guards on duty at the time to safeguard the citizens, the township, and the Indian merchants. There was also a concept of internal security in the town, as evidenced by the construction of military barracks for the purpose of housing the city's defence personnel. It's worth noting that the happen seal features an image of a guy with a stick, which in modern times is understood as "Dandadhar," which means "Policeman." Manu is recognised as an old masterwork that has stood the test of time. He is also known as the pioneer of social and moral order, and he was the first to propose a human social connections approach. According to him, it is the obligation of the state to maintain peace and freedom for all. Manusmriti clearly stated that personnel with the authority to monitor should be present. The monarch was seen as the ultimate head of state, and he was granted the authority to investigate disputes and crimes, as well as to punish those who were found guilty.

So, the presence of the officers clearly symbolizes that there was presence of police even though the system was not properly structured. In history it is considered as the first ever incident responsible for the evolution of the well organized police infrastructure in the country. Under the rule of Kautilya, the organised police system evolved throughout the ancient time. Under Kautilya's leadership, the policing system was divided into two separate lines:

i. A system where normal masses were given power and the authority of the police.
ii. A system where regular police cadre was employed on service.

Every public department that interacts with the general public was given police capabilities during his administration. He had assured that the state's involvement in all aspects of administration was complete. The regular police force was divided into rural and urban

branches that operated in tandem. Police force was organised into the three tier mechanism and they are

i. Pradesta : This force has been entrusted with the responsibility to manage rural areas

ii. Nagarka: This force has been entrusted with the responsibility to manage the urban areas.

iii. Sthamikas: This force has been given superior authority to manage the• rural as well as urban areas.

The lowest rank officer is known as Gopaa. Police headquarters were situated in the capital of the city and it consisted of all the representatives police officers from principal centers and important villages. The senior most official of the central government which is given the authority of Home Minister is knownas Samaharta. He had the authority over the entire country.

2.3 POLICE AS AN ORGANISATION

An organization is essentially a group of people who collaborate to achieve a common goal and operate according to a hierarchy that is bound by the division of labor and compensation. Due to the involvement of all the aforementioned components, police in India are regarded as an organization.[10] Although today's police have different responsibilities than they did during the British Raj, their primary goals still remain the upkeep of social order and the combating of criminal activity. The Metropolitan Act of 1829's requirements for a hierarchical division of labor were also upheld in India because the Indian Police trace their inception to the English Police. One significant element that backs up the concept that the police is an organization is remuneration. Police are paid for the services they provide to society at large. This comprises deterring crime through patrolling, which can be done on foot, by bicycle, or by car. So, it is accurate to say that the police force is categorized as an organization since all of these traits are strongly evident

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[10] PAUL A. WHISENAND, MANAGING POLICE ORGANISATION 112 (Pearson 2018)

in it. The police, an element of the criminal justice system, are essential to upholding law and order and keeping the peace within their respective areas under their authority.

Police has to perform a number of functions but however their main function is to protect citizens, upholding the rule of law and crime management. In order to identify crimes, conduct investigations, and catch offenders so they can be tried in court, crime prevention always needs the assistance of certain law enforcement authorities.

In the majority of civil socities around the world, the police force has always been a crucial component of the state apparatus. To effectively address the issue of law enforcement, only those with demonstrated aptitude and in-depth understanding of the local area and its inhabitants were selected into the police force. Hower as the civilizations around the world has progressed drastically, there is a complete change in the outlook and the functions performed by the police organization. Now police has started acting like a social organistaion working on the various facets rather than being limited to performing the old and obsolete function of law enforcement. A police force is a legally recognized group of people with the authority to uphold the law, safeguard property, and control public disorder. They have the authority to employ force legally.

The "police" are considered to be a state subject according to the Indian Constitution. In order to ensure security and peace within their own borders, states are consequently need to keep their own police forces. Nonetheless, under some circumstances, the Central Government is permitted to get involved in the state's law and order issues because it has a responsibility to safeguard the States from internal unrest.

2.4 ROLE AND FUNCTION OF POLICE

The upkeep of civil order and the prevention and identification of crimes in the state fall principally under the purview of the police. Additionally, it safeguards peoples' rights to life, liberty, and property. As civilization becomes more complicated, criminality is rising on a daily.[11] In the present time when the nature and the form of crime is becoming

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[11] Dr. C.P Gupta, *Role of Police in Criminal Justice System: An Analytical Study on Indian Perspective* , 03 GLS LAW JOUR. 59, 60-61 (2021)

extremely complex due to the several factors among which technology is the biggest one, the police has to play greater role to safeguard the interest of the people. So the role and the function of the police is becoming extremely complicated day by day. If there would be no police the society will loose its essence and values.

As a result, the police uphold the law, keep the peace, and carry out criminal investigations. It offers the essential safeguard against the ambivalence of human nature. The administration of justice benefits from the presence of the police. Although rights and rules flows from the constitution and the other respective statutes but however in reality these are protected by the police organisation. Thus, the police are the saviors of contemporary civic society.

The following are the roles and authority of a police officer as defined by the Police Act of 1861, the Code of Criminal Procedure of 1973, as well as other pertinent Acts:-

1. The primary function of the police of any state is to serve the warrant. Police is under obligation to serve the warrant to the offender issues by the court. Police also has the responsibility to obey each and every order or directions given by the court.
2. preventing criminal activity and public annoyance.
3. Visiting and looking around any bar, casino, or other gathering spot for violent and rowdy people.
4. Presenting any evidence to a magistrate and requesting a summons, warrant, search warrant, or other legal action against an offender.
5. Assuming control over unclaimed property and disposing of it in accordance with the court's directive.

2.5 MODELS OF POLICE SYSTEM IN THE WORLD

Police specialists have divided the three separate models into three categories based on the features of the police structures in various nations. All three of them are discussed elaborately:

1. Fragmented Model
2. Centralized Model

3. Integrated Model

A. The Fragmented Model is distinguished by its highly localized organizational system. Local government oversees and is responsible for the organization of police forces. This paradigm is frequently used to classify police systems in the United States, Canada, the Netherlands, and Switzerland.

2. A centralized national police force is a kind of police structure which is under the direct control and supervision of the central government. In this kind of police structure central government has all the power control the police force and thus responsible for the enforcement of laws in the state. Several of the countries around the world follow this kind of police structure and among them most prominent one are France, Italy, Finland, Ireland, Denmark, South Korea and Sweden.

3. The integrated police model, also known as the "combined system" or "composite system," holds that both the federal government and local governments share responsibilities for organizing and managing the police. Police departments are answerable to both the central as well as state governments. This approach applies to the police systems in the UK, Germany, Australia, and Japan.

A critical analysis of police structure in different countries of the world reveals that both the centralized and the decentralized system became popular in the different counties of the world as per their requirements. Counties such as China, Egypt and Rome are the three prominent countries which followed the centralized system of police where all the law enforcement mechanism remained under the control of the army. Army had all the power and control of law enforcement in these countries. Although centralised system has never been a tradition of American law enforcement, this primary strategy is prevalent now in many parts of the world, with North America seeing an increase in its use. Decentralization and fragmentation have been hallmarks of American law enforcement history.

2.6 POLICING AS A PROCESS

In a nation, the police have a crucial duty to perform. In a free, permissive, and democratic governance, the guiding principles for policing might be classified as[12]

- "Working constantly to ensure and uphold the concept of equality and fraternity
- To uphold the rule of law and the proper dispensing of justice
- To protect the Human Rights and the Fundamental Rights of the citizens.
- To perform the function of law enforcement
- To Carry out the orders of the court
- To work for managing the crisis"

Policing, in the opinion of Robert Reiner, is a naturally conflict-ridden profession. Officers must uphold the highest standards of behavior, especially those of fairness, integrity, and honesty, as a component of their professional responsibilities. It is regrettable that people in current society view police with fear, mistrust, and hatred. The public's ambivalence towards the police demotivates them, and cops lose confidence and are reluctant to take decisive action to prevent infractions of the law out of fear of the public's rebuke. There are different functions of policing and few of them are being discussed are:

- *"Serving and protecting the citizens.*
- *Engaging the citizens and gaining their cooperation.*
- *Policing of beat.*
- *Patrolling*
- *Collecting intelligence to support police work.*
- *Traffic Duties.*
- *Investigating and enquiring the cases reported to them and maintenance of police station*

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[12] PETER K. MANNING, POLICE WORK: THE SOCIAL ORGANISATION OF POLICING 99 (Waveland Pr Inc 2017)

- *Reports, registers, records etc. Auxiliary duties such as technology support skill support and other outdoor duties"*

After understanding the various facets of police and policing, it is desired to understand how the police force operates today and how technological advancement plays a crucial and indispensable role throughout the entire police organization.

2.7 TYPES OF POLICING

There are different types of policing model in prevalence in India and few of them are discussed below:

Traditional policing model

The term "traditional policing model" describes a crime management strategy in which policemen exclusively react to crimes that have been reported.[13] As a method for responding to crime alerts, this approach can be used. Police officers and detectives can collaborate closely under this arrangement. A report created using information acquired at a crime scene is then used by a detective to conduct investigations. Police officers resume their routine patrols once the report reaches a detective. The relationship between police personnel and the residents of their region is restricted by this concept. This is due to the fact that police personnel often respond to incidents in areas where they are unfamiliar with the local population. Only when a crime in the region has been reported will police officers show up there. Witnesses are not necessary in this kind of law enforcement mechanism because police officers simply go to a crime site to collect tangible, visual evidence. The absence of any crime prevention efforts is another distinguishing aspect of this policing paradigm. Police are forced to work on a demand and supply basis because there are no attempts to prevent crime. They only function when criminal conduct has been reported. The volume of reported offenses affects their workload.

Problem oriented policing model

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[13] Michal Chin, *Traditional policing and community Policing*, MORE ORGANISATION (Feb 16,2023, 6:50 PM) https://movementforward.org/community-policing-vs-traditional-policing/

In contrast to the traditional paradigm, this one places a strong emphasis on initiatives meant to deter crime. With the aid of this model, law enforcement personnel may investigate and detect crimes in their region. Their analysis produces plans for effective actions when the suspected offenses are reported. Police personnel must focus on preventing crime rather than merely managing it, according to Herman Goldstein, the man who created this policing paradigm.[14] This approach was created by Goldstein as an enhancement to the conventional policing model, which concentrated on handling crime without attempting to identify its source. This strategy focuses on locating the true issue and solving it in its fullness. According to Goldstein study, crime analysis, and prevention efforts are all necessary in order to abolish crime from society. He also underlined the need of police personnel developing positive ties with locals and private institutions. Police officers who employ this strategy research crime trends to comprehend how and when crimes are perpetrated. According to studies, police personnel that follow this strategy approach their profession with great initiative.

The approach of problem-oriented policing has a profound effect on society. Communities served by police agencies that use this strategy encounter a completely different kind of law enforcement. The first benefit is that this methodology is exceptionally effective at deterring, solving, and eradicating crime. Police officers are capable of recognizing all the issues in a community and create plans for effective problem-solving because of the focus on study and analysis.

Secondly, the greater level of involvement in this model serves to strengthen the bond between police personnel and the general public. Furthermore, because police officers who follow this model get along well with one another, the community benefits from high-quality policing. This model places a strong emphasis on the value of cooperation and teamwork in guaranteeing efficient crime management.[15] Lastly, this policing strategy aids in reducing the instances in which either citizens or police officers abuse authorities. This method helps people learn more about criminal investigations. It is still one of the most

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[14] R. Bocklet, *Problem Oriented Policing,* US DEPARTMENT of JUSTICE PROGRAMS (Feb 20,2023, 8:30 PM) https://www.ojp.gov/ncjrs/virtual-library/abstracts/problem-oriented-policing-0
[15] *Ibid*

effective policing approaches, despite a few famous instances of police officers who were too conservative to put the idea of the model into practice.

Community oriented policing model

This model is one of the popular model and it is being implemented in several countries around the world. According to this model police needs to involve the local community on the ground level for the purpose of prevention and the tackling of crime and the criminals. Lets understand in details about this method. Police and the public shares the two way relationship which means that public depends on the police for several things such as maintaining peace, protecting the rights of the person, upholding law, protecting the property etc while on the other side police need the help of the general public to dispense these responsibilities. Police depends on the normal public for the things such as reporting any illegal activity happening in the community, helping in collection of evidences, help in getting the details of the accused etc. So when both the police and the common people participates in the working of one anpther, it yields extremely good results.

The trust that exists among law enforcement officers and community members is essential to the efficacy of this paradigm. By assuming that they are looking out for one another, they develop a sense of mutual trust. Policemen should gain the trust of the locals by demonstrating that those who divulge crucial information about crime in their neighborhood won't suffer repercussions. On the contrary, community people should gain the confidence of police officers by demonstrating their willingness to work with them as long as they make every effort to combat crime effectively. According to research, the community-oriented policing approach is the one that is most frequently employed by police organisations throughout the country. Due to the fact that they have started developing specific courses on community policing, police training institutes are quite important. In order to learn about and combat all types of crime, these program teaches police personnel how to establish positive relationships with the locals in the communities where they serve.

Intelligence led policing model

Police officers that follow the intelligence-led law enforcement paradigm focus on detecting crime patterns to analyze and manage threats.[16] The term "intelligence officer" refers to police personnel who employ this methodology in their work. This policing paradigm varies significantly from the others in that police officers rather than crimes determine how operations will go. In every other policing paradigms, police officers' investigations are frequently guided by the type of crime that was committed. The focus of intelligence-led policing is less on the crime itself and more on surveillance and the use of informants to provide police with data on the evolution of crime trends that are being evaluated.

2.8 HUMAN RIGHT PERSPECTIVE OF POLICING

It is said that Human Rights and Fundamental rights are the two most important ingredients of a legal system. So when any topic is discussed it has to be connected to these two concepts. It is essential to check that what are the impact of policing on the Human Rights. Everyday police has to deal with the different facets of the Human Rights. Lets understand this with the help of an example. In a case police even has to oberserve that the Human Rights of the accused should not be violated. From protecyting the human rights of the victim to the human rights of the accused police has to protect it in all possible situations. People lodges their complaint when their human rights are being violated and the people has to take the action. When any police officer is found guilty in violating the human rights of any person than the stringent actions has to be taken against him. In the case of violation of the fundamental right one can directly move to the Supreme Court or the High court of India. There has been past instances where police was held responsible for violating the human rights of the people and they has to face harsh punishment from the court.

Police work is based on and aims to uphold human rights. By imposing strict legality, necessity, and proportionality norms, human rights foster effective policing. The policing based on the grounds of human right helps a lot in establishing the concept of rule of law,

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[16] Morgan Boucher, *Intelligence Led Policing in Practice: Reflection from Intelligence Analytics*, 22 SAGE JOUR. 22, 22-23 (2020)

human rights and the fundamental rights of the accused and the witnesses should be protected and the evidences should be collected in a ethical way.

The supreme court shown strict approaches in order to uphold and strengthen the idea of human rights in policing. The Supreme Court has made it plain in a number of high-profile instances that police authorities must exercise caution when handling situations involving human rights and must strictly abide by the rules and laws when doing so.

The Supreme Court expanded a number of rules that the police would have to abide by in the D.K. Basu case. These recommendations were made with the intention of lowering the frequency of police brutality. The protections outlined in this judgment are founded on the legal guidance provided by the US Supreme Court in the case of *Miranda v. Arizona.*[17]

M.P. Sharma v. Satish Chandra case. In this case Supreme Court let down the several crucial fact in relation to the self incrimination. Few of the important ingredients highlighted by the Supreme Court in this case are listed below: i. Basic rights of the accused does not get suspended by the virtue of the fact that he had he is an accused an has committed some offence ii. Accused has the right of not to be forced to be a witness against himself iii. Accused should not be subjected to any kind of compulsion to provide evidences against himself.

In the case of *V.S Kuttan Pillai v Ramakrishnan*, Supreme Court held that "search of the premises occupied by the accused without the accused being compelled to be a party to such a search would not be violative of the fundamental right enshrined under Article 20(3)" of the Constitution of India.

Previously in the important case of *Vineet Narayan v. Union of India*, Supreme court extended few of the important directions. Few of the directions that are given by the court is listed below: The dgp and the IG should be changed at a regular interval and they should be given the target to speed up the investigation procedure so that accuse should not be detained into the police custody for longer period of time.

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[17] 384 US 436 (1966)

2.9 NINE PRINCIPLES OF POLICING

When discussing about the concept Community policing it becomes crucial to discuss about the concept of Nine Principles of Policing by Sir Robert Peel. These principles by Robert peel has the global implications including several nations and states. It is said that these nine principles are extremely crucial in maintaining effective policing and without them the effectiveness of the community policing cannot be achieved. However there are few criticism associated with these principles. It was argued by several critics that these principles Sir Robert Pell himself has not framed these principles but rather formulated by two of the commissioners of the London.[18] Whatever be the fact but these nine principles are globally recognized with the name of Robert Peel. All the nine principles are eleboarted below:

PRINCIPLE 1: The police are there to keep things under control and stop crime from getting worse and settling in the state.

PRINCIPLE 2: The support and approval of the general population affects how well police officers accomplish their duties..

PRINCIPLE 3: Police must work hard to earn the trust of the community they are charged with. Laws must be respected with willing cooperation rather than being imposed.

PRINCIPLE 4: Application of physical force will therefore reduce public confidence and respect in law enforcement. It can jeopardize their relationship of police with the public and lessen public support.

PRINCIPLE 5: The only way for the police to win over the public is to show that they are committed to the rule of law without abusing their authority as officers.

PRINCIPLE 6: Police officers may use physical force only after all other methods of persuasion, counseling, and warning have failed. The goal must be to ensure that the law is followed and that peace is restored.

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[18] Rachel Dissell, *The Roots of Policing: Sir Robert Peel's ,* THE DEER (Feb 20,2023, 4:30PM) https://www.cleveland.com/metro/2016/06/the_roots_of_policing_sir_robe.html

PRINCIPLE 7: Both the public and the police are one and the same. This serves as both the basis of the police institution's operations and its guiding concept in dealing with the general public. Their actions must demonstrate benevolence and public service. The officials are chosen members of the community who are compensated for upholding the rights of all citizens and the welfare of the community.

PRINCIPLE 8: Police needs to take note that they are entitled to perform their duties within their scope and they should not endulge into the ambit of judiciary.

PRINCIPLE 9: The biggest test of policing is to teach respect for the law and a duty to improve the state of law and order. The true success of policing is demonstrated by a sharp decline in crime rates and a lack of overt signs of police use of force.

Critical analysis of these principles reveal that these principles has relevance in the Indian context too. A minute observation of the Implementation of the community policing schemes by the different states reveal that few of these principles are already implemented by different states and rest of the principle needs to be implemented. If these principles are effectively incorporated and taken into consideration while formulating community policing scheme in India, than it is sure to yield more effective and responsive results.

2.10 EXTREME REQUIREMENT OF POLICING IN THE AREAS

There is need for policing in India in present context but however there are few areas that need urgent reform and the smart policing. These areas are sensitive in nature and thus require extra care and concern. Few of the area that needs quick implementation of the strong and the smart policing is being elaborated below:

LGBT

First of all it is crucial to understand that who comes under LGBT. LGBT comprises of four types of sexual orientation individual which includes *"lesbian, gay, Bisexual and transgender."* So the term LGBT stands for lesbian gay bisexual and transgender's. These four kinds of individuals are grouped together because they don't have a normal sexual

orientation or gender identity.[19] They are different in the terms of their sexuality and gender as compared to the heterosexuals. The LGBT community's members are stereotyped as abnormal people who are very distinct from people in the general population rather than being recognized and accepted as normal members of society. Only because they are different from others makes them a stereotypical figure.   Since they don't follow social and cultural standards, members of the LGBT community are subject to social marginalization. Heterosexuals have highly strong ideas about their sexual orientation and gender identity, and they never stray from these ideas. The LGBT community is a minority, thus instead of being accepted into mainstream society, they are assigned the position of an outsider. The abuse, discrimination, and many forms of violence against them in society are mostly motivated by their marginalized status. Some people use their status as members of a minority as an excuse to take advantage of them, treat them unfairly, and subject them to difficult conditions.

LGBT populations have a significant stake in matters of legal injustice. The LGBT community as a whole suffers significantly from harassment and prejudice, oftentimes at the hands of law enforcement personnel. In India, there have been countless incidents of police brutality against LGBT individuals that have been well-documented in recent years. Police agencies are still charged with being insensitive, including failing to react adequately to homophobic attacks.

Police or the administrative wing is responsible for the enforcement of law and order in any country. When police carries their responsibility properly, then rights of many are preserved. In case of rights of LGBT community, police needs to carry out their responsibility properly. They need to take quick action when any complain of violation of rights of LGBT is made. Police should be accountable and responsible towards their duties. When police will perform their duty properly than it will open avenues of growth to LGBT people.

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[19] Nicholas Kent, The Global Divide on Homosexuality persists, PEW REVIEW CENTER (FEB 1,2025, 5:45 PM) https://www.pewresearch.org/global/2020/06/25/global-divide-on-homosexuality-persists/

Police should release some helpline number for LGBT people, so that they could instantly call and get the help of the police when they are denied from exercising their rights and subjected to the discrimination.

Police Brutality

In simple words, police brutality refers to the disproportionate and unjustifiable use of force by police officers which leads to the violation of an individual's civil rights. It also refers to the use of power in an arbitrary manner. It is not only about employing physical or verbal abuse but also about doing horrible crimes that constitute a big violation of an individual's human rights. The majority of police abuse occurs when a prisoner is on trial. One of the primary factors contributing to the rise in police brutality and power abuse is a lack of policy accountability.

The Supreme Court of India in their numerous judgements have highlighted the importance of police accountability and the need for change in addressing the problem of police brutality. In India, the problem of police brutality is rapidly growing and is challenging the democratic fabric.

Police needs to make changes in the way of handling the crime and the method of investigation. A more comprehensive police training programme needs to be conducted for the police officials and a crucial aspect of moral and ethical responsibility has to be taught to them. Apart from giving them trainings how to handle the criminal or how not to get into emotions it is crucial to teach them the ethics of life and their role towards humanity. They should be taught about long term impact of using torture against accused as a means to get your object if done and how this is breaking up the democratic fabric of the country. They should be educated on the face it that accused is also an individual who has committed some wrong and they cannot be divided from all their rights just because of doing some wrong and they should be punished for that wrong and given an opportunity to lead life like a normal human being rather than punished like an animal. Moral an ethical education hopefully could do more miracles than ever imagined.

Police need to organize themselves in a manner that it should protect the rights of others rather than infringing upon their rights. Police need to implement a internal complaint redressal mechanism where the complaint about a police should be immediately made and addressed by his superior.

SC/ST Vulnerablity

Democracy, according to Albert Camus, is the safeguarding of the minority rather than the rule of the majority. India is a democratic country and its constitution enshires the concept of Right to equality and so all the diverse minorities in the country are entitled to be treated equally without any discrimination. But when it comes to the defense of minorities, these statements are simply too wonderful to be true. Minorities are the group of individuals who are being subjected to the harassement and descrimination by the majority. The scheduled castes and scheduled tribes of India have experienced violence for all of recorded time. The SCs and STs were despised and regarded as the downtrodden strata of society throughout the British colonial era. Their condition has mostly remained the same for 7 decades of freedom. They are currently India's most economically and socially disadvantaged minority group.

The police must use new and stricter tactics to combat the rising number of scheduled caste and scheduled tribe offenses. The majority of offenses against SC/ST currently go undetected. Enhancing positive environment is the first and most important action that must be made in order for the FIR to be lodged without delay. The Scheduled Caste and Scheduled Tribe (Prevention of Atrocities) Act requires them to conduct a prompt investigation and inquiry. To effectively promote this community, the police must establish relationships with its members. To improve the situation of the SC/ST in India, competent and efficient policing is necessary in the current scenario.[20]

The critical analysis of concept of police and policing clearly reveals that these two concepts are interwoven and enter connected and police can serve the community effectively only when strong policing approach is incorporated. It is required in Indian

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[20] JAGAN KARADE, DEVELOPMENT OF SCHEDULED CASTES AND SCHEDULED TRIBES IN INDIA 34 (Cambridge Scholars Publishing 2018)

context that the concept of community policing and technological advancement in the policing domain should be implemented. Special groups and down starta of the society should be taken into consideration in each and every policing to make sure that they are not left out.

CHAPTER: 3

<u>COMMUNITY POLICING IS THE NEED OF THE HOUR</u>

Nearly every country, including India, was governed by autocratic foreign rulers during the 19th and first part of the 20th centuries. The Police were used as merciless enforcers of government decisions during this time, acting as puppets in the hands of the ruling class. In the public's view, this led to negative perceptions of the police.[21] The police were utilized as a deadly weapon by the ruling class and as a sort of military force. The majority of the time, innocent individuals were the victims, which terrified and alarmed the public and caused them to lose faith in and trust in law enforcement agencies. [22]

With the first day of independence, the Police in most nations, including India, were tasked with the difficult duty of upholding the law, guaranteeing peace, and also changing their own behaviours in order to win back the trust of the populace. This, unfortunately, did not take place. The Police stuck to their established tradition. The Society's negative attitudes about them persisted. There was still a chasm between the police and the general public. The media, press, as well as the judicial system continued to hold the police responsible all around the world. Yet, the Police cannot take all the blame. The Police were marginalized from society because of the sensitive nature of their work, the people in positions of authority, and the ingrained heritage.

Only under difficult conditions do people interact with the police. No other government entity will have to deal with the negative perceptions that the Police do. Police actions include rules and limitations on individual acts, which appears to limit their freedom. Resentment is a natural result of this. Adverse events and circumstances call for a showing

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[21] MICHAEL MATHURA, EXPLORING CITIZENS PERCEPTION OF THE POLICE ROLE AND FUNCTION IN A POST COLONIAL NATION 2-4 (2025)
[22] Ibid

of strength, courage, and authority, but these qualities are mistaken for brutality and arrogance.

The complete view, working style, procedures, and methods must be modified and adjusted to the requirements of the contemporary world. The Government ought to operate transparently. The general public should get involved with law enforcement, and police should avoid politics. The police should engage in and associate themselves with societal issues in addition to the difficult task of upholding law and order, and they should enlist the help of social workers, experts, and social intellectuals.

3.1 HISTORY OF COMMUNITY POLICING IN INDIA

In reality, police in our country have usually been viewed as dishonest, inept, cruel, and frequently as criminals. As a result, there has been very little faith and lawfulness among the populace. Safety and public security have both increasingly gained significance for many Indians. Nearly daily, various forms of threats and crimes are published in the media. The poor are more susceptible because they have fewer opportunities to protect oneself and are more exposed, yet this form of threat is not confined to any particular social class.

India has a long history of being a primitive civilization where some groups of people are given authority. It is "Kautilya" who should be given the credit for the creation of the police force and the distribution of specialized legal implementation powers as well as preventative, investigative, and impeachment duties.

The condition of police remained non satisfactory even during the mugal era. During the period of the mugal rule in the country the police were regarded as having a lower status than the military, and revenue collection was their primary responsibility. Rulers of that period were hardly concerned about the maintaimning the concept of good governance rather their primary objective was revenue collection. Since the king was the most powerful authority, no one dared to question the arbitarary command of the king and people continue to suffer. All these arbitrarniess of the police authority has hampered their image and a notion continued that police lacks human value and sympathy.

However, there is hardly any change during the arrival of the British Rule in the country. The role and the image of the police even during the British rule continued to remain arbitrary.

During the "Mughal" and "British" periods, both the rulers and the citizens shared this mentality and way of thinking. Civil police systems have gradually taken the place of the semi-military policing approach. Everyone, regardless of caste, was self-sufficient since they all had various tasks to complete. This made it possible to satisfy all of society's needs. Nonetheless, during both the Mughal and the British eras, the people had no say in how government was run.

Indian society, which was predominately an agricultural society, had no significant problems with policing because it was always peaceful. As a self-sufficient society, all requirements and demands were met locally through various ways, such as "Panchayats". The necessity to create an official police force in India wasn't recognized until later, under British control, when there was a rise in violent crimes such as dacoities/robberies (by "Thugs"). Police work was initially conducted in a fairly basic manner, but with time it grew to become more sophisticated and professional. The following list includes a few key turning points in the process of establishing an established police system in India.

Incorporating a police force in Sindh in 1843 resulted in a system that was quite similar to the royal Irish Constabulary. The British military officer who was in charge of the 3 Sindh Collectorates, Hyderabad, Karachi, and Shikarpur, had a European sub-collector for each of them. These officers' primary duties were carrying out both police and revenue-related tasks, and they also had the power to decide on minor criminal proceedings. Although a European captain was in charge of the police at the district level, he was directly answerable to the Chief Commissioner and the Province Police Chief, both of whom were British army officers. Military commissions were used to try serious crimes.[23]

In 1848, the Governor took further action to extend this in Bombay. He suggested that a headquarters be constructed for the divisional superintendents of police, who will report to

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[23] VICTOR E. KAPPELER, COMMUNITY POLICING: A CONTEMPORARY PERSPECTIVE 89 (Routledge 2020)

the district judge and serve as his or her subordinates as well as the police commissioner for Bombay. He also revitalized the idea of rural law enforcement, and the majority of his suggestions were made between the years of 1852 and 1855. A standardized police structure that will have significant impacts was recommended by the Police Commission of 1860. It did away with the idea of military police and proposed a district-based police organization for law enforcement in the State. The district superintendents were required to operate under the ultimate guidance and leadership of the district magistrates, while the Inspector General was to have full control over the territory. This structure produced the roles of Inspector, Chief Constable, Sergeant, and Constable. Other important characteristic was the maintenance of the rural police.

A well structured law enforcement framework was established in India as a result of the Indian Penal Code of 1860, which provided clear definitions of each individual offense. The Police Commission 1860's recommendation led to the creation of the Police Act of 1861. The job of inspector general of police includes oversight of the state's police force's effective operation, discipline, and well-organized management. The establishment of district police units with uniformity over the entire nation was made possible by the paramilitary setup. Moreover, positions like head constable, sergeant, and constable were introduced.

Along with money for the clothes, police lines for employees were also established. The organization and structure that were built were quite successful in controlling violent crime like robberies and dacoities. The law of evidence was established in the Indian Evidence Act of 1872 and made available in courts as a way to advance police investigations. Even if a few small amendments have been made, this Act is still enforceable and in use. By dividing the region into groups, the Second Police Commission of 1902 introduced the Criminal Investigation Department (CID) and the positions of Range Deputy Inspector Generals (DIGs).[24]

In addition, the Committee also created the cadre of Sub Inspectors, the Railway Police, and Armed Police for each district headquarters. Even throughout the American

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[24] Rachel Dissell, *The Roots of Policing: Sir Robert Peel's*, THE DEER (Feb 20,2023, 4:30PM)
https://www.cleveland.com/metro/2016/06/the_roots_of_policing_sir_robe.html

Independence, this system was in place. Lee Commissions (1924) and Islington (1912) were established. Their recommendations led to a significant increase in the number of Indians hired into the police force. A important turning point in the history of the Indian police was the declaration of the country's independence in 1947 and the adoption of the Constitution in 1950. The protection of fundamental rights has grown to be a crucial component of Indian police work. The transition from dictatorial British rule to democracy dramatically altered the environment.

Once seen as a tool for repressing the local populace, law enforcement is now accountable to the general public. Although the police have worked hard to portray themselves as a "service" and not a "power," this reform of the police position has taken a long time to complete, and people continue to dread the police. Following the selection of the Kerala Police Reorganization Committee in 1949, several State Governments created a series of Police Commissions, mostly in the 1960s and 1970s. Police forces became a continual state topic as a consequence of local acts and the compilation of state police manuals.

The Criminal Procedure code of 1973 was another crucial attempt to regulate the methods used in investigations and trials. It provided stability and spelled forth the state's obligations regarding citizen rights. The National Police Commission was established in 1977, immediately following the country's independence, and it was led by Sh. Dharam Vira. A restructuring of police operations was recommended in eight reports that were published under this. The Commission aimed to make the police force more competent and made suggestions for ways to reduce political meddling and make police operations more open and responsive. Nonetheless, some of the key recommendations remain unimplemented. Several state and national organizations have worked without significantly altering the law enforcement system.

3.2 COMPONENTS OF COMMUNITY POLICING

Community Policing has different ingredients but however there are the three most crucial components that needs to be discussed elaborately and they are discussed below:

1. *"Public Relations*
2. *Community service*

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3. Community Participation"

A. Public Relations: Police public relations are concerned with how the public and police view one another. These views are based on all of the interactions between the public and the police organization.[25] The primary determinant is how much the general public trusts the department to respond to their demands and how public is prepared to help the police serve their own neighborhood. Having a professional, up-to-date, and trustworthy police force that can respond in an emergency as well as establish the sentiments of mutual trust and respect between the public and the police are essential components of an effective police-public relations approach.

 It is a truth that police use this public police relations to gather information and intelligence in order to stop crimes from happening. Police officers used to make friends with people or maintain connections with them in order to establish these relationships so that it can be used when required. It is emphasized again that the relationship between each police officer and the general population is important for both their personal support and for the collection of information that the police need about criminals and other individuals. On the opposite side, police convey their feelings to the public, listen to their feedback, and see themselves as answerable to the communities they serve. As a result, the people and the police work together to prevent crime. Together, they work to eliminate the threat of crime in society.

B. Community Services: Colonial or British rule existed before independence. India is considered to be a "Police State" or "Military State". Maintaining peace and order and defending the nation from foreign attack are the fundamental goals of a "police state." The "Iaissez-faire" doctrine of the 19th century served as the foundation for such constrictive concepts of state.

However after gaining its independence (1947), India transformed into a "Welfare State." The welfare state serves a variety of purposes for the general well-being of society. It offers services and meets community's requirements for things like food, housing, clothing,

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[25] VICTOR E. KAPPELER, COMMUNITY POLICING: A CONTEMPORARY PERSPECTIVE 89 (Routledge 2020)

healthcare, and education, among others. Each of these is enshrined under part IV of the Indian Constitution under the head of "Directive Principles of State Policy," from "Article 35 to 51." Modern welfare states work to enact "Economic and Social Democracy" in the nation.

Ex: Article "38": *"To promote social, economic, political opportunities to all. Article 39:- To Secure of livelihood for all citizens."*

Article 39(A):- *"To promote equal justice and to provide free legal aid to the poor. Article 46:- To promote the educational and economic interests of SCs, STs and other weaker sections of the society etc."*

Community Participation: Only by working together with the public can community policing be successful. With the help of partner groups, police forces must seek ways to avoid and deter criminal behavior as well as apprehend, punish, educate, and relocate offenders in order to tackle both crime and its roots. Joint ventures between the police and the community that have similar objectives and activities can increase community involvement, resources, expertise sharing, and the effectiveness of police operations. Any program of community policing must involve community involvement. The public helps out a little bit with daily policing. It refers to those who donate their time and services to civic causes.

3.3 KEY CHARACTERISTICS OF COMMUNITY POLICING

Before analyzing the characteristics of the community policing it is essential to comprehend the goal of it. The primary and the most basic goal of the community policing is to integrate the functioning of the police with that of the normal citizens and thus to minimize the gap between the police and the public at large with the objective to strengthen the functioning and the efficiency of the police. Each police officer should be familiar with the people of the population of the area they serve and vice versa.[26] This means that neither of them can be anonymous, and a bond based on trust and harmony grows between

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[26] R K RAGHAVAN, POLICING A DEMOCRACY: A COMPARATIVE STUDY OF INDIA & THE US 124 (Manohar Publishers and Distributers 2019)

them. Their ability to take up efforts to address issues of crime and social disorder depends on this kind of partnership.

The "small scale strategy" that underpins community policing. The fundamental unit of community policing must be small enough geographically and demographically to allow a policeman to get to recognize everyone within a fair amount of time and become well-known in the neighborhood. A police officer will be better able to prevent crime and unrest in the area under their jurisdiction if they have such in-depth and intimate knowledge. He or she can do this by using their own initiative as well as the support and resources of the local community. It is simple to identify and address the policing and security needs of a small geographic area by using local resources.Such knowledge will also have its impact on local anti-social behaviour, apart from keeping the outsiders at bay.

The second essential trait of community policing is initiative. Proactive actions will strengthen local partnerships and co-operation in reducing crime and uprising security, and they will win the community's respect and trust for the local policeman. When such integration occurs, it will also strengthen the community and improve the inhabitants' capacity to settle disputes without even contacting the police. In reality, such collaboration will significantly lessen conflicts.

It is extremely required that the local people or it can be said that the people of the community should be satisfied with the working of police. The community members should be included in the several of the functions performed by the police such as investigation, arrest of the criminals, making plan to reduce crime in the locality etc.

The capacity of the program's "sponsors" to "market" the initiative to its intended audience is a crucial component of any Community Policing Project's success. Thinking that the community is the only gainer from such a project will be a mistake. The people who will benefit the most from it are the Community Police Officers on the beat, who are typically in the levels of Constable and Head Constable.

3.4 EXPERIENCES OF COMMUNITY POLICING IN DIFFERENT STATES OF INDIA

In India, some States have created programmes and initiatives aimed at improving public participation in police. A few of them are listed below:

- In a bid to address the regional criminal offense and take care of crime, Crime Prevention Committees were set up at the police station division in Kerala in 1998. A unique initiative called the Student Traffic Education Program has also been launched by the Kerala police.

- In contrast, in the nation's capital, Delhi, committees were established at the district and thana levels in each police station and each district to promote interaction between the public and the police. The District Level Committees were under the control of the Members of Parliament, whereas the Thana Level Committees were under the authority of the existing local MLAs. Once a month, gatherings take place in which members of the public are also invited.

- A Neighborhood Watch Program has been implemented in the state of Karnataka in an effort to improve public relations and police support. Due to the involvement of the nation's youth in policing operations, these programs will also aid in reducing property-related crimes and juvenile delinquency. The "Friends of Police" initiative was started by the police in the state of Tamil Nadu. This will further contribute to raising citizen involvement in efforts to reduce crime.

- The main goal of introducing this program is to foster personal relationships with the public and instill in them a feeling of social duty in an effort to reduce crime. A Gram Rakshak Dal program was introduced in the Gujarat province. According to this the people who met the requirements for age, education, and physical ability under this program will be chosen as part of Gram Rakshak Dal.

- They do out tasks important for village crime prevention. The police in the state of Punjab have adopted the idea of community policing and are working to humanize the department. At the Punjab Police, a CRPC system was set up in February 2003 that included all services on a single platform. The Community Policing Center is designated as an independent organization together with a corporation that includes police, government, and civil society officials. The Community Policing Resource

Centre is a result of the police and community working together from the beginning of community policing in the Punjabi state.

- The police have been working to make the idea of community policing successful across the state of Haryana. For instance, Bharti Arora, SSP GRP Haryana, led the establishment of the GRP rail warden association by the Government Railway Police of Haryana. As rail wardens, diverse persons from various social groups have been selected, such as regular travelers, auto rickshaw drivers, and merchants. They carry out their responsibilities and duties efficiently with a focus on reducing crimes as one of their main goals. These carefully chosen rail wardens are employed by their specific S.H.O and always keep an eye out for individuals with the possibility to perpetrate crimes. In order to support them, they are also given rewards.

- The concept of community policing was introduced in the Andhra Pradesh police infrastructure under the title Maithri. In the state, "Maithri" began in the year 2000. This initiative has been a massive success because people began to value the police-public collaboration in keeping society safe when it was introduced. By March 2004, about 32% of the community was safeguarded by the Maithri program, which consisted of about 7200 Maithri Committees with almost 3 lakh participants total.

- In a couple of years, the District Administration in the state of Arunachal Pradesh has begun a variety of operations in Roing (Lower Dibang Valley District) as a component of its Community Policing. The "Youth Leadership Training Program," that was originally started with the aid of an NGO called "Art of Living," was the first program. The session, which lasted for six days and consisted of three hours per day of self-improvement and pressure-reduction techniques. Beneficiaries of the initiative included applicants, including youngsters. The principles were presented in a film produced by the NGO "The Road to Happiness" as the next endeavour in the community policing process.

- From 1950, the notion of community policing has been used extensively in Assam. The late Hari Narayan Baruah took the initiative to start the Village Defense Organization. Upon the Village Defense Act's approval in 1960, VDO became a legally recognized organization. In a bid to avoid and prevent crime as well as

uphold the rule of law, there seem to be approximately 11,000 or more Village Defense Parties operating throughout the state of Assam. Each group has about 10 members.

- The government of Bihar has also worked to create effective community policing projects. In order to provide the populace with a comfortable and secure atmosphere, the Ladli Foundation and the CID Branch of the Bihar Police established the idea of Women Community Police. The main goal of this was to remove the stigma associated with having direct contact with the police station or the officers by educating women about the police and helping them fully comprehend the mechanism that the police use.

- Girls who were enrolled in different colleges in Patna were found and given volunteer training for this project. They received Ladli Cops-branded ID cards that had been approved by the Bihar Police. While in the state of Chhattisgarh, the authorities have implemented community policing to effectively reduce incidents such as traffic accidents, cybercrimes, and sexual assaults against women. The Superintendent of Police (SP) Arif Sheikh IPS started three moves in the Balod area as part of the Navodaya authority program.[27]

- The "Little Police" was the name of the state of Goa Police's community policing initiative. This initiative was started to eliminate the long-lasting fear psychosis that had been implanted in kids' minds when they were speaking with the policemen. The FICCI Special Jury Award (Smart Policing Award) was given to this campaign to recognize the greatest policing approach.

- The FICCI Special Jury Award (Smart Policing Award) was given to this program because it represented the top policing approach. Community policing was used in the state of Himachal Pradesh at a total of four different tiers, including (a) beat, (b) police station, (c) sub-division, and (d) district. To reduce crime inside beats, beat policing teams comprised both police officers and community members. Some of the measures implemented under the community policing plan in himachal Pradesh include the creation of Community Policing Committees at police stations,

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[27] Souhail Guennouni, Biometric system and Their Application, TECHOPEN,. (last visited on July 23,2025,8:10 PM)

"Sahyog Yojna" for collaborating with other organizations/youth, "Smmarath Yojana" for specifically collaborating with women/girls at subdivisional level, and "Maitri Yojna" (Victim and Witness Care Scheme) developed at the district headquarters. Nevertheless, there hasn't been a review of how well these forums work.

- An pilot study on community-oriented policing was started in Jammu in the state of Jammu & Kashmir. The main goal of this effort was to promote positive dialogue and forge closer ties between the public and the police. With the assistance of the public, this also had the crucial goal of reducing and detecting crime. According to this plan, a police-public squad will be formed in each area and each colony. To strengthen the relationship between the public and police and to involve the public in efforts to prevent and detect crime, some volunteer citizens will serve as the voice of the people.

- Community policing has been implemented in the underdeveloped sections of the state of Jharkhand so that any kind of connection can be made with the locals. The main goal is to raise awareness in order to combat the Maoists. Ar eas that are somewhat underdeveloped, like Opag and Kharwar village, have become their center. As a result, the police have established permanent camps to enable them to forge stronger ties with the local populace.

3.5 MAITHRI COMMUNITY POLICING IN HYDERABAD

In Andhra Pradesh, community policing is known as "Maithri". Police and the public are collaborators in this initiative. On April 5, 2002, then-chief minister Sri N. Chandrababu Naidu introduced Maithri (community policing) in Andhra Pradesh.[28] Contemporary policing, in the opinion of "Maithri," necessitates a decentralized, individualized police

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[28] THE TIMES OF INDIA, https://timesofindia.indiatimes.com/city/hyderabad/maithri-concept-to-be-reinforced/articleshow/19302745.cms (last visited on Feb. 11, 2023)

approach that incorporates the public in the act of policing themselves.[29] As a result, the police are no longer just "fighting against the evil people, but also with the good people" within community. Because of this, authorities no longer just implement laws; instead, they serve as guides and mentors for society.

Objectives of MAITHRI

1. To actively involve small and diverse groups of individuals in the process in order to respond to their expressed and perceived needs. addressing the issues that the community is facing on a local level, both those that are connected to crimes and those that are not. It was decided that constant and active involvement with different socioeconomic groups was required to enable them to adequately communicate their needs and wants in daily life and address their issues in an urgent manner.

2. To take preventative action to stop and expose crime. In order to solve a variety of offenses involving the body, property, and other issues, Maithri promotes pro-action rather than reaction. The strong participation on the part of the community members provides an opportunity to the police officers to implement such programs that are acceptable on the community level and helps to reduce crime.

3. To offer consumers at a grassroots level an unique, high-quality service. The Maithri project operates on a local basis, i.e., at the locality level in urban areas and the village level in rural areas. It puts the policemen in close proximity to the populace, particularly the elderly, children, women, minorities, and other vulnerable groups, allowing the police to understand the concerns of each citizen on a personal level and offer timely assistance. People began valuing the police-public relationship in keeping society safer, which led to the program's success.

Process of Maithri

The process of Maithri can understood by using the acronym "CAMP" which is as follows

1. C -Consultation

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[29] *Ibid*

2. A –Adaptation

3. M – Mobilization

4. P - Problem solving

1. **Consultation**: In order to understand and identify all of the community's requirements, the community is frequently consulted. Also, the community is proactively urged to submit any and all potential, legally permissible solutions.

2. **Adaptation:** In order to address local issues, adaptation entails developing new or modified policing strategies as well as adopting suitable legislative frameworks. Example:

   (1). For preventing eveteasing, shifting the times of the day was preferable.

   (2). Instead of arresting and prosecuting a drug addict or a delinquent child it is required that they should be provided counseling.

3. **Mobilization:** Following an evaluation of the community's needs and its resource availability (including labor, materials, and funds), the solution is put into action. In order to effectively use the resources of the police department as well as those of other organizations, coordination and the mobilization of power, material, and financial resources are crucial. Example: The assistance of the local municipality, panchayat, or tax department is required to remove encroachments from the roads. Comparable machinery, equipment, and transportation may be needed for clearing encroachments and relocating the material that has been seized.

4. Problem solving: The actual work of dealing with the issue is initiated and finished after the resource are organized. To remove encroachments, for instance, the police and others must physically enter the area that has been invaded. If the encroachers oppose removal, they may also be subject to legal prosecution. This is done after mobilizing resources as previously mentioned.

Maithri Committees

"Maithri Committees" refers to a committee which is established under the Maithri program. The major objective of this committee is to contribute in the achievement of

Maithri program and the function of this committee is to encourage the relationship between police and the common public of that area. This committee is further being divided into two parts which are "Law & Order Maitri Committees and the Traffic Maitri Committees".[30] This committee is essential in regulating the different aspects of the maithri program.

Composition: Maithri Committees typically have around 50 locals on them. The SHOs of the police stations carefully choose the personnel. Depending of how much space is covered, the strength may vary slightly.

The fundamental principle for choosing members for Maithri should be "Due Representation to all groups" in the neighborhood. The aforementioned composition aims to adequately represent all social groups so that their unique issues and opinions are taken into consideration when creating the local Maithri programs.[31]

Role of Maithri Committee

Members of Maithri can keep an eye out for the moves and actions of criminals, and anti-social aspects like prostitution, gambling, and black marketing, among others, and can share this information with the authorities to assist them stop and identify offenses or ensure peace.

Area of Operation

Maithri committees were established to cover compact, homogeneous localities where residents typically shared the same problems, allowing committee members to work together and debate related topics.

1. In urban areas the Maithri committees (Locality-wise or colony-wise)
2. In rural areas the committees (Village-wise)

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[30] Ajay Kumar Yadav, *Transformation in Police Function: Indian Perspective of Community policing*, 17 INTER. JOUR. OF APPLIED BUSINESS AND ECO. RESEARCH 1, 1-3 (2019)
[31] DRISTI IAS, https://www.drishtiias.com/daily-updates/daily-news-analysis/community-policing (last visited on Feb 12,2023)

3. Traffic Maithri committees (Area-wise).

Tenure & Removal

Members of Maithri typically serve for two years. However at the end of every calendar year, the effectiveness of the members is evaluated along with their eligibility, and unfit members are expelled. Members who are useful and appropriate are eligible for a longer term. Any member who is involved in severe controversies, commits a crime, or is known to abuse his authority as a Maithri member is promptly expelled from the committee

3.6 ROLE OF MEDIA IN COMMUNITY POLICING

The effectiveness of any police initiative depends in large part on the media's proactive engagement. Maithri isn't an exception. The community is made aware of all Maithri actions through a variety of media, including television, radio, newspapers, etc., so that they can recognize them and be inspired to work with the police and other agencies to solve local issues in order to increase safety and protection.[32]

Furthermore, the unit commanders were allowed to issue their own "Maithri News letters" with information on all Maithri Programs under their control. Photographs of Maithri's actions are displayed in prominent locations at the public-accessible police headquarters.

Installation of CCTVs

 "Safe-Colony" In this regard, another successful programme which was done by Mahankali Division of North Zone police was Installing CCTVs in the part of "Community policing". Mahankali Division police with the help of community constantly reduced the crime rate by installing CCTV in their colonies; in front of shops, hotels, residence, school hospital and other public placeses.

Mahankali Divison ACP Sri. Gandhar conducted a press conference on January 1st , 2017 were he expressed his wishes to the community and police staff for supporting the department to control crimes and helping to maintain law and order smoothly. Mahankali

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[32] Balasahed Pawar, Role of Community Policing in India: Issues and Challenge, ACADEMIKE (Feb 17,2023, 2:30PM)

division consists, 4 police stations (PS) namely. Mahankali P.S, Market P.S., Maredpally P.S. and Kharkhana P.S. under the North zone of Hyderabad police limits. All this 4 PS staff mentioned conduct regular awareness programme among the people about the safety and security and people role, especially they focus on community policing project which was introduced by the Hyderabad police.

In 2015,101 CCTV's, 2016 – 339 CCTVs were installed in establishment places. (like shops, schools, parks, religious places etc.)[33] Police Station wise police officers and staff encouraged community to form colony associations. Police regularly interacted with colony association to install the CCTVs in the colony played a crucial role to install CCTVs. In one of the press conferences ACP, said we arrested the chain snatchers with the help of CCTV footages. In various crime spots are could make out victims and arrested the criminals in this division.

Project AASARA

The Nalgonda district police started the "AASARA" project. Shelter or assistance are what the word "asara" signifies. In order to combat the criminal activities and rehabilitation of "sex workers," police officers in the state's Nalgonda area teamed up with governmental and non-government organizations, such as the Red Cross. Women are given counseling, vocational training, and AIDS information through Aasara, and their kids can enroll in a special school. This programme has aided prostitution-related women in overcoming the stigma associated with being former sex workers and reintegrating into society.

Prahari: The Community Policing Initiative in Assam

Assam's community oriented policing program was launched on July 3, 1996, when S.P. of the city Shri Kuladhar Saikia called a gathering of local residents under the Panbazar Police Station in Guwahati to talk about the idea and implementation of a "neighborhood

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[33] Manpreet Sandhu, *Police Setup security Cameras to check the Rising Crime,* THE TRIBUNE (Feb 10, 2023, 5:30 PM) https://www.tribuneindia.com/news/ludhiana/police-step-up-security-to-check-rising-crime-456816

watch scheme" to encourage policing through community involvement.[34] The community policing effort also sought to change the typical police officer's attitude toward the general public, make them more approachable, and enhance their work and living environments. The purpose of PRAHARI was to address social issues and improve relations between the community and the law enforcement organisation.

Assam police have established Community Liaison Groups (CLGs) at the state, district, and PS levels, where illustrious and non-political members of society are invited to attend meetings with policemen to discuss their problems and offer their proposals for delivering better policing to community. Prominent individuals, including newspaper editors, retired high court judges, writers, educators, social workers, and representatives of women's organizations, attend these meetings. As a result, many helpful proposals have been put forward by them to enhance the services that the police can offer to them, and when people are given a sense of security, they volunteer to assist the police.

It received a significant boost when the BPR&D (Bureau of Police Research and Development) and UNDP launched an initiative on "Improvement of organization and Management of law Enforcement Agencies in India" with the goal of improving police officers' conditions of employment and living and their mindset towards to the general populace.

ii) 'AASWAS': The Assam police took this action to stop violence and insurgency as well as to show kindness to youngsters and those who are going through trauma. On November 14, 2001, which was Children's Day, the Shri Tarun Gogoi, Chief Minister of Assam, officially unveiled the Programme Aashwas.[35]

The Operation Aashwas has chosen a group of seven villages across all 7 districts in which there has been a history of racial or terrorist conflict. These initiatives have brought the community and the police together and have received a huge amount of support.

Samarth Yojna Community Policing Experiment, Coimbatore City

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[34] THE INDIAN EXPRESS, https://indianexpress.com/article/cities/delhi/delhi-police-hc-cctv-8379269/ (last visited on Feb 13,2023, 8:30PM)
[35] Supra note 20

The Manchester of South India is Coimbatore. Destruction and inhumane brutality have been seen in the city during two communal riots. The degree of criminal activity has also increased, etc. Due to this terrible condition, Mr. K. Radhakrishnan, IPS, decided to try his hand with community policing in order to get things under check.[36]

The primary goals of this project were to understand and tackle the issue facing the community as well as gain the belief and confidence of the populace. Area Committees were established, and all facets of community policing were educated to them, assisting them in identifying and resolving minor local problems.

Problems Resolving

The main objective was to organize consultation meetings with members of local committees, representatives from government organizations, and the Municipal Corporation in order to settle disputes or concerns. Efficient intra- and inter-agency discussions have been used to successfully resolve a number of local issues.

i) City Vigilance Committees: City Vigilance Committees were established to reduce the frequency of property crimes by regularly disseminating information regarding the whereabouts of terrorists who had fled. As a result, illegal goods like drugs, bombs, detonators, dangerous weapons, black money, and sandalwood were all successfully seized.

Delhi: Special Police Officers (SPO)

The community policing approach is also being implemented in the national capital, Delhi. In Delhi, the concept of special police officers (SPO) has served as a conduit between the police and the general population since the 1980s. Anti-Sikh violence in November 1984 resulted about its introduction. Although the Delhi Police receives a lot of flak, the SPOs have been quite helpful in reducing property crimes and teaching the locals about various security precautions to safeguard their lives and property, among other things.

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[36] Arun Verma, *19 Area Committees formed to Improve Community Policing*, THE TIMES OF INDIA (Feb 14,2023, 6:30PM) https://timesofindia.indiatimes.com/city/coimbatore/19-area-committees-formed-to-improve-community-policing/articleshow/92625807.cms

Community Policing Initiative in Himachal Pradesh

On November 2000, a Community Policing Program was implemented in Himachal Pradesh with the goal of gaining public acceptance and involving active citizen engagement in reducing crime, investigation, and law and order preservation. It was initially implemented in 22 of the 83 local police stations in the State.[37]

i) Vishwas Yojana: The State is currently implementing a program that was started to instill confidence and relieve pupils' fears about the police. In accordance with this program, children from nearby schools are welcomed to the police station to learn about how it operates and develop a sense of trust that the police are friends of the community. This contributes to the openness of how the police operate in society. More than 62000 school children have attended the state's numerous police stations this year.

ii) AAP AUR HUM: It has also been created by the Police Department to inform the public of their rights, obligations, and police tasks. Another component of community policing is village traveling, whereby the SP (superintendent of police) of the affected area travels to rural communities and academic institutions to inform the public and student about law and order matters and to take comments from them. Also, the negative impacts of opioids, psychotropic substances, abuse of illicit distillation, timber trafficking, betting, forest clearing, etc. are made known to the public.

Community Policing Initiative in Kolkata, West Bengal

The civic society and police officers are both involved in Kolkata's community policing effort. These are the programs:

1. Drug Awareness Programs: Every year, the Detective Department organizes Drug Prevention Programs in a variety of higher education institutions and

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[37] Neelam Kumari, *Community Policing in Himachal : A Study about Community Policing*, RESEARCH GATE (Feb 16,2023, 7:20PM)
https://www.researchgate.net/publication/327174132_COMMUNITY_POLICING_IN_HIMACHAL_PRA DESH_A_STUDY_OF_SOLAN_POLICE_DISTRICT

communities.[38] Drug addiction treatment centers are also set up for the sufferers of drug use in collaboration with the local populace and major NGOs in the city. Each year on July 26th, the International Anti Drug Day is celebrated.

ii) Nabadisha: This initiative is aimed towards the city's street kids. For them, unofficial cultural programs are offered in addition to health inspections. In this programme, the Kolkata police authorities collaborate with the Rotary Club, Lion Club, and Vikramshila Education Resource Association.

iii) Prabaha: This is the blood donation drive which is organised on every Saturday. The local population and police officers both take an active part in this endeavor. At the conclusion of every year, blood group directories are also released.

iv) Bravery and Honesty Award: The Kolkata Police's Detective Department hosts this awards ceremony each year. People are chosen for their courageous and honorable deeds, and they are rewarded so that others will follow their lead.

v) Counseling Centers: The Detective Division of the Kolkata Police, in collaboration with a number of the city's top NGOs, has established counseling facilities for women, children, seniors, and drug users.

All the above discussions clearly reveals that community policing concept is one of the most popular concept of community policing in India and it has been implemented by the several states. Apart from that it also becomes clear that community policing is yielding effective results. However there is a need for fostering more effective community policing project in India to restructure the role of police and increase the participation of the society.

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[38] Saundarya Shrotriya, *Community Policing as a tool for Internal Security Management,* OBSERVER RESEARCH FOUNDATION (Feb 12,2023, 6:30PM) https://www.orfonline.org/expert-speak/community-policing-as-a-tool-for-internal-security-management-2/

CHAPTER: 4

INCREASING ROLE OF TECHNOLOGY IN POLICING

"You cannot fight today's battle with Yesterday solutions"

The above mentioned quotation holds true in the case of the present day police and the mechanism of policing. Present time is called the era of technological innovation in which every aspect of life is getting technologically driven. The nature and the manner of commission of crime have also become extremely complex due to the expansion of technology. If in this time of technological innovation police wants to be effective in its working than it has to implement new solutions.

From the invention of the telephone, the vehicle, and the two-way radio, there has been a connection between technology and law enforcement. The spread of portable and wireless technology, powerful computers, audio and visual technology, analytic tools, and other technological developments seem to indicate that technology is currently progressing at an ever-increasing rate. Technology plays a crucial role in policing, as its application is frequently considered as critical to achieving accomplishments and fostering efficiency. It is required for security-related tasks like tracking and surveillance, and it is a vital tool for the police while conducting investigations, such as in forensics. The use of new technology tools by the police can also have significant effects on their conduct, including how they govern the public, how they respect civil liberties, and how they are held accountable.

Entire world is fundamentally influenced by technology, and the police are no different. Police officers rely on technology for everything from "crime prevention and detection" to "maintenance of law and order." In the technologically advanced world, police must be skilled in exploiting technology as we enter the era of proactive policing. Police have used batons, whistles, rattles, and telegraphs since their inception. Today, however, they have access to technology such as wireless communication systems, Global positioning,

advanced side-handled batons, forensic testing, bulletproof jackets, etc.[39] Police officers deal with difficulties each day.

The most difficult task of all materialistic issues is to understand technology and be familiar with it. Police work is a risky, complex, physically and mentally taxing, and frequently underappreciated profession. The variety of duties varies greatly, from the gentle responsibility of guiding schoolchildren safely across the roads to the daunting duty of monitoring men riding at breakneck speed; from tracking down hit-and-run drivers through "scientific accident investigation" to holding welfare talks before any kind of organizations; from limiting the actions of pickpockets and prostitutes to providing first aid at significant adversities; from issuing bays' tags and ro Technology must be used to streamline tasks.

4.1 CONCEPTUALIZATION OF THE TERMS TECHNOLOGY AND POLICING:

Technology is described as "the utilization of information in a specific field." This phrase a means achieving tasks notably employing technological process, methods, or knowledge. In its simplest form, technology is the utilization of science in daily life. On the opposite side, policing encompasses the tasks which police personnel do in effort to "avoid and detect crime" and "uphold the rule of law". Police and policing are two aspects of the same concept. The police is an agency of the state that protects citizens and their belongings by upholding the law, preventing violence, and identifying it when it occurs. Policing is the process through which the police carry out their duties. Policing is therefore a part of police. The police have been formally given full responsibility for maintaining social order.

Technology is used by the police on a variety of circumstances. It plays a crucial role, particularly in identifying organized crime and battling terrorism, two issues that are of worldwide relevance. The biggest risk for the police organization is to use technology for

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[39] PRAKASH SINGH, THE STRUGGLE FOR POLICE REFORM IN INDIA 68 (Rupa Publications India, 2025)

policing while operating on a shoestring budget because introducing new technology demands a lot of resources, both financially and in terms of infrastructure.

4.2 TECHNOLOGY WHICH ARE USED FOR THE PURPOSE OF POLICING

RFID (Radio Frequency Identification)

Automatic identification techniques have recently gained popularity in a variety of services. They can offer details about individuals, things, and items. It is a mechanism that transfers information from an active chip or label that is affixed to an item through a scanner using radio waves in order to identify and trace the movement of materials all across nation.[40] Police officials employ this technique to verify transport networks and stop the transfer of illegal products that could endanger the safety of the community. The data on the tag is digitally saved. The best way to deliver police services is to place every police officer precisely where they are needed. Such a system proves as an important tool for the collection and providing information of the location of the officers.

Electronic Breath Alcohol Test

 It is the most important Technology that is being widely employed in the modern world is to prevent hasty and careless driving. The responsibility of stopping those who are driving while intoxicated at night is given to the Home Guards and traffic police, who are typically stationed along highways and in other accident-prone points.

Body-worn cameras

Among the most frequently discussed technological developments in modern policing is body-worn cameras (BWCs) for law enforcement officers. By capturing events, the BWC produces an everlasting high definition video record of police contacts with the public. Body-worn cameras (BWCs) have received high praise for improving police supervision,

and technological advances in communication and information have the special capacity to change power dynamics between the general public and law enforcement personnel.

Video footage have the power to show genuine interactions between people and law enforcement officials. In the Indian context, body worn cameras are also strongly advised by a number of academicians and legal experts to prevent attacks, inappropriate behavior, unpleasant behavior, and disputes with police or by police. Including the police in the USA, who extensively deployed these devices to guarantee that every action was documented and could be used as testimony in a court proceeding. These incidents are particularly reported to the traffic police. In order to increase public confidence and encourage traffic control authorities to act in a manner that is socially desirable, Hyderabad Traffic Police used Body Worn Cameras (BWCs) for all of its frontline traffic police personnel.

The initiative includes the following characteristics:

- The use of BWCs during enforcement has been mandated for all traffic enforcement employees.
- Utilizing their PS systems, the police can transfer the data they have collected to the network.
- The Traffic Command Center keeps an eye on the cops who don't use the BWC.
- The Traffic Command Center regularly reviews the tape and examines the cop's behavioural patterns.
- Regular training sessions on people-friendly policing are provided to all members of the law enforcement community. Hence, control may be brought to both the general population and the police by using these gadgets.

Mobile Application for First Information Report

In the hands of the general public, smart phones are useful tools. With a smartphone, a lot of projects may be completed with ease. The software company has produced a large number of what are commonly referred to as "apps" in this respect. These apps are progressively offering assistance with smart policing. Some state police departments have created apps that let people use their phones to promptly report crimes. One instance of this is the Rajasthan Police, who recently officially launched the improved version of

"RajCop Citizen." This is intended to give people access to police officers for a variety of purposes, including reported crimes, employee verification, searches for car theft, and occupant authentication. This software allows users to look for police assistance.

The Delhi Police created a similar app called "One Touch Away" that allows the public to access all police-related app interfaces with a single tap. In order to revive popular use, it is created for mobile platforms. Also, the needs of the neighborhood and the local police force were taken into consideration during planning. Individuals might not be aware of the government's current apps and websites, therefore this app gives them a platform to voice their concerns.

For the security and protection of women, the government of Odisha released the "MO SAATHI" smartphone app in Cuttack and Bhubaneswar. The purpose of this app is to provide women who are in imminent danger with access to police aid. Several kinds of features are incorporated to make this application user friendly and such that it can be accessed during the time of crisis. Few quick features are added such as power button alters and single key sms to enable that women struck in emergenecy situtaion could reasch the police without any efforts.

In a similar vein, the Delhi Police Department has released the Smartphone application "Himmat," which aims to ensure the safety of women traveling alone in Delhi/NCR. The general public benefits greatly from these mobile apps because they may now access police assistance with only a few clicks.

CCTV Camera

CCTV (closed-circuit television) is a surveillance mechanism in which data are recorded but not broadcasted to the general public, typically for surveillance and protection reasons. CCTV depends on carefully positioned cameras and secluded viewing of the video feed on monitors. Since the cameras, displays, and/or video recorders communicate via a specialized coax cable run or wireless transmission link, the system is referred described as "closed-circuit". Data transfers are restricted in accessibility by design.

In the past, black and white displays with low resolution and no interactive features were utilized in CCTV systems. A current CCTV administrator may be able to zoom in on a picture or follow an event on a colour reproduction monitor (or someone). Voice CCTV enables the administrator to communicate with those nearby the connected speaker of the camera. CCTV is frequently employed for a number of uses, such as:

i.   Keeping a check on the suspicious individuals.
ii.   Maintaining safety
iii.   Keeping proof of the events and incidents so that it could referred in future
iv.   Security reasons

With the advancement of capturing and storage technology as well as applications like video analytics, CCTV surveillance systems have transformed into investigative instruments that are employed to collect evidence after an incident has occurred. However, a new application of CCTV is becoming more and more popular: aiding security personnel in detecting and avoiding security problems as they occur, or even prior to they do. This is due to the ease with which tracking, alarm, and access control devices are attached with CCTV surveillance systems. Visual surveillance algorithms, like complex motion sensors, can spot odd walking patterns and warn a guard to keep an eye on a certain camera screen. A suitcase or other dubious thing that has been left somewhere it shouldn't be can also be recognized by object-recognition techniques, as can a person who may just be idling. Once more, the technology can send a warning to a guard who is watching to enable proper action.

Face recognition represents the most sophisticated intelligent video algorithm. The majority of specialists concur that it will still be a few years before this technique is used effectively in the commercial sector. Intelligent video algorithms are typically embedded in a computer system in a security office that receives video from a number of CCTV cameras. But in the near future, camera makers will create devices that can execute the intelligent video algorithm internally. Another innovation that is showing up more frequently on Surveillance cameras is extended frequency range. When there are many light and dark areas in a scene, cameras with wide dynamic range can still capture intricate details. Normal cameras are unable to achieve it.

Biometrics

In present time Biometric system has become extremely technological advanced and is completely automated. The biometric system can identify a person within a fraction of second just on the basis of the fingerprint or iris scan. The biometric system has become more and more advanced due to the introduction of the artificial intelligence.[41] Systems can be as simple as those that can just recognize one or two biometric data or as complicated as those that can identify a wide variety of traits or biometric information. Depending on the reason for collection, these information—which is typically referred to as biometric data—is selected as one paradigm out of many to reflect a person's identity.

The act of validating a person's biometric information to verify his authenticity to the profile currently present in a system in order to grant him accessibility to any paper or area or use for any additional objectives, such as a governmental ID card, is known as identity verification and identification. In general, there are two methods that the system operates: physical authentication and remote authentication. The use of current biometric technologies, such as fingerprint scanners, facial recognition software, iris scanners, and others, for physical authenticating and recognition requires that the person be physically available and have his or her biometrics scanned at the appropriate time.

This could be done to provide him accessibility to something right now. Using a fingerprint sensor to protect a computer is one instance. Distance authentication is frequently used to recognize a profile, gather and check information, for instance, a bank may request a biometric identification card or pin to confirm that the individual is actually the rightful owner of their personal information. In the modern world, biometrics and identification are widely employed mechanism.

Global Positioning System (GPS)

A satellite-based navigation system that can be used to determine current location and current time in any environment. As a result, the police are better equipped to trace

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[41]Souhail Guennouni, Biometric system and Their Application, TECHOPEN,. (last visited on July 23,2025,8:10 PM)

offenders using their mobile devices, find where they are, perform raids—an important aspect of police investigations—and even carry out sting operations. The growing use of GPS System by the police has made it easy for them to control crime and make proper investigation but however there are few incidents that reveals the misuse of it by the police department.

Wireless Internet

The wireless internet, which allows for the transmission of messages and info, is one extremely helpful ICT tool. It can be utilized at any moment and anywhere to identify cases and conduct pertinent information searches on relevant subjects. As a result, it plays a crucial role in assisting the police in performing their duties related to general oversight and crime prevention. Portable   Mobile printers are a very helpful Technology because they enable the printing of preliminary images at the scene of the crime and also enable quick wireless sharing of information and other images.

Drones

Drones have become so popular and common in present time. It is being used in several fields for several purposed. From the wedding photography to blogging , the use of drones is increasing day by day. One of the primary reason for the increase in the use of drone is that it can capture the entire view which a normal camera cannot do. However drones has a important part to play in the mechanism of the law enforcement. First of all it is crucial to understand the different aspects relating to the drone. The another term which is used for the drones is "unmanned aerial vehicles". The present day drones has the high powered zoom camera installed in it which has the extremely well range of capturing images and videos.

Drones has huge implication in law enforcement. The primary use of it by the police authority is to capture the aerial view of the crime scenes. The aerial view gives better understanding about the commission of the crime and every facet comes forward clearly. The other use of drones are found in the case of rescue operation, public monitoring etc.

Mobile Printers

Mobile printers are a very helpful Technology because they enable the printing of preliminary images at the scene of the crime and also enable quick wireless transfer of information and other images.

Real-time Information Access

It essentially combines two techniques, the Geospatial Information System (GIS) and the Global Positioning System (GPS) (GIS). As was already said, tracking positioning and geographic coordinates is done using GPS and GIS. Police use the information they've gathered to carry out raids and find suspects and offenders who have fled. Videos are produced by GPS and GIS in addition to data. Along with improving tracking, reporting, and response, the information also helps the police better organize all of the actions. Due to their increased responsiveness and the speed at which complaints are received, police officers are able to respond proactively with the use of technology. This system has proved as one of the most productive technological reform in present time for police officers.

Intelligent Sensors

Another Technology that offers real-time data is intelligent sensors. It primarily serves to improve traffic control. These detectors include a camera setup that aids in capturing footage of events. It is a reasonably affordable device that aids in preventing crime and is used by police officers.

Crime Mapping

Crime mapping aids in identifying trends in criminal behavior. Several locations on a map that have experienced an emergency are marked with colored stick pins. It may be tailored to a particular crime, for instance, with different colors denoting various offenses. This strategy could come out as unimaginative and crude, yet it has a lot of advantages. That made it possible for the police to locate the genuine trouble spots.

Nonetheless, there is a challenge with crime mapping. Because maps are three-dimensional, it can occasionally be difficult to identify the precise locations of crimes owing to pin overload, particularly when only small crimes are being committed. India and the US both employed this technique. Unfortunately, its application is incredibly restricted in India, and the idea behind it is still somewhat new.

4.3 TECHNICAL POLICE REFORM REQUIRED IN INDIA FOR SMART AND EFFECTIVE POLICING

Indian police organizations must upgrade their control rooms and urgently acquire new technologies. Reforms in technology would therefore require control room upgrading. Only new technology can be implemented into policing methods according the organizations like the *"Crime and Criminal Tracking Network and System (CCTNS) and National Intelligence Grid (NATGRID)."*

The police force must keep up with the shifting nature of crime behaviors. It has been noted that since the internet's invention, more new crimes are occurring. There is an increase in cybercrime. Hence, police must upgrade their expertise and technology in so that they can stay apprised of such crimes. The need for control room modernizing is unavoidable since cybersecurity, cyberterrorism, and insurgency can only be stopped by the police using cutting-edge technology that goes against the technology used by the criminals.

Hence, substantial cash is needed to accomplish the aforementioned. The expense of technological upgrades would be high because much of it is imported and because after the technology upgradation, the police who would use it might need training.

A distinct and coordinated emergency number is required for the police control rooms. There are already 100 and 112 (a single helpline number) in India (direct contact to police). Yet, it is generally recognized that such systems are insufficiently successful because the majority of individuals are either unaware that the emergency line exists or the complaints never reach the intended party. Technical errors most certainly cause this.

It is advised that a proper *"National Emergency Response System (NERS)"*, which is a division of the Ministry of Home Affairs, be established in order to close this

communication problems. For instance, a few "DIAL 100" Call Centers were constructed in Madhya Pradesh. The police will be able to interact with complains and identify emergency situations much more quickly with the aid of a quick communication protocol.

Investigations that are departmentally focused occasionally fail to take a whole picture into account, according to observation. Moreover, there may be a breakdown in communication between police stations. This may be advantageous for a suspect or criminal who flees the scene. As a result, excellent communication between various police organizations or stations is once again required.

Only approved Central personnel (from the IB, RAW, CBI, DRI, and ED, etc.) should have accessibility to the unified database that has been constructed. These database must contain organized data on tax evasion, criminal activity, visa records that have been cleared, minor offenders, geolocation data, etc. With the use of such a matrix, investigators will be greatly assisted in obtaining a thorough profile of either a potential suspect or even a persistent criminal.

In India, crime mapping must become a reality. For instance, press sources mentioned a possible partnership between the Delhi Police and the Indian Space Research Organization, or ISRO. They were working together to develop cutting-edge crime mapping technologies that would support proactive policing techniques.

The above mentioned reform is multidimensional and is sure to bring advancement in the police with regards to the application of the technology. These reforms if implemented correctly will help the law enforcement agencies to integrate technology in the prevention and the management of crime. Looking at the present day technological advancement and the complex nature of the crime it is essential that technology should be made a part to policing to take crime management platform to next level.

4.4 MEASURES FOR TECH SAVVY POLICING IN INDIA

Technology is revolutionizing a number of fields. In an effort to stop crimes from being committed, it has also caused a fundamental shift in policing tactics. It must be remembered

that the incorporation of technologies into policing techniques is geared more toward preventing crime than criminal conviction. Geolocation gps trackers are used for conducting raids and find the coordinates of a suspected or prospective criminal. Forensic technology is employed to support in the examination of collected evidences. There are certain actions that can be taken.

- A distinct cybercrime division which would solely handle offenses terms of technology or the internet. A group of police could be specially trained to deal with cybercrime organizations.
- It is necessary to establish a Cyber Forensic Laboratory with modern equipment and technology in every city in order to identify different facets of evidences more accurately and prissily.
- More training for police officers is required by Indian police organizations if they want them to operate cutting-edge equipment.

Technology is utilized to decrease the burden on police and help in police investigations or preventing crime, which would improve the connection between the police and the general population. Nonetheless, it is frequently observed that almost all senior police officers avoid using technology because they find it uncomfortable. So, thorough instruction in how to use such technology would be extremely helpful for the aforementioned goal. The police departments must seriously adopt the newest technologies. Several tiny police departments don't make efficient use of either new or existing technologies. To perform their tasks properly, they must overcome their sluggishness.

4.5 AI IS THE FUTURE OF INDIAN POLICING

AI is probably the most advance thing ever developed by the human beings. Most of the tech giants agree that the introduction the AI will change the course of the human life and the pattern of the entire civilization. Every time period has the story of the biggest revolution. In Older days there was the life changing inventions such as the invention of the wheel likewise the present day has the evolution of the artificial intelligence. The application of the AI is increasing in each and every facets of life. Before going deep into

the matter that how AI is shaping up the concept of smart policing, the major requirement is to discuss about the concept of AI.

The most easy way in which AI is explained is that it is a mechanism to solve any issue by the application of the computer science and the extremely huge database. Deep learning and the machine learning are two of the component of the AI. These two works together to yield the extremely advanced results. It works on the concept of AI algorithms which works according to a set pattern to give the result. Since last few years the application of AI in law enforcement has increased drastically in India.

The techniques employed by law enforcement agencies around the world include blockchain, artificial intelligence (AI), sophisticated biometric identification software, drones, body-worn webcams, cryptocurrency research, and cloud analytics. For instance, the AI-enabled app developed by the startup Staqu is used by the Uttar Pradesh Police. The application use artificial intelligence to capture and scan paperwork as well as save criminal histories, assisting local law enforcement agencies with on-the-ground data collecting during inquiries, routine inspections, and validations, as well as at security checkpoints.

Furthermore, the app also has a function named "Gang Recognition Technology" that helps authorities identify suspects as well as their associates who are active in different districts and states. The start-up is working with police departments in Punjab, Rajasthan, and Uttarakhand, among others. The start-up has helped the police resolve more than 400 high-risk, complex events, demonstrating the immense relevance of technology. Police departments can use AI as a potent weapon to tackle a variety of crimes. To reach as much area as possible using the same or less resources, police forces can benefit by focusing their funds in specific locations and at particular times. For example, drones equipped with sensors can be used to spot illicit activity like unlawful border crossings, people smugglers, and fishing boats. For AI systems, location information is very useful.

Artificial intelligence tools are being used more and more in India as well. Facial recognition is not the only application of technology used by the police agency. Additionally, it has been utilizing methods for predictive policing such crime tracking, statistics, and a prediction system, which analyzes data from previous and present phone

calls to police hotlines to forecast the timing and type of criminal activity in hotspots around the cities.

Questions like Should we wait for technology to improve before making a bold move are sure to alarm police authorities in charge of India's emerging smart cities. Are we equipped to manage whatever comes our way? Is the price going to be high? It makes sense to pose these issues given the hype surrounding artificial intelligence (AI), yet it appears that AI is almost irreversible and that there is no going back; it is here to stay. It is now just a matter of time before police departments around the nation start utilizing them to keep our communities secure.

The advantages of AI have been recognized by governments in a number of industries, like finance, medicine, insurance, and transportation. Due to the sharp drop in the expenses associated with information processing, governments are now implementing AI strategies in policing to combat crimes and terrorist acts in their jurisdictions. In order to help in the tracking of former offenders and suspects, the Andhra Pradesh Police Department has developed an app. This is meant to close the gap between an offender's residence and the location of the offense they commit.

The commander of the police station in which the crime is committed could not be aware of the offender's actions until he or she informs the commander of the police station where the offender resides. The state now has a better track record in battling crime because to the daily updates and digitization of all history sheeters' records. Facial recognition systems can identify people's movements in key locations, such as airports, with the help of specific data. Many police agencies around the world are increasingly utilizing AI tools to predict crimes and identify questionable individuals.

Because it's challenging for people to handle such huge and complicated data, AI not only enhances police effectiveness but also delivers important data input, helps prevent crime, and upholds law and order. India now have networks that share information about incidents with various police agencies as part of the Indian Digital Police project, including the Crime and Criminal Tracking Network and Systems.

Software that uses artificial intelligence (AI) could assist in identifying police misconduct and preventing escalation, which would add to the already stressful environment inside a prison. By reporting violent behavior by guards and gathering evidence of past abuse, duty personnel—such as guards—who are otherwise struggling with suppressed issues will have a better opportunity of receiving treatment.

AI can examine the depth of many components in cohesiveness since it has a far wider analytical scope than humans. A prisoner's age, family background, native area, and the type of offense, for instance, may all be taken into account by AI systems when allocating cells. By identifying odd behavior and movement, artificial intelligence (AI) can assist in discouraging criminal activity and smuggling on prison grounds.

It is uncommon to house prisoners from the same geographic area together as they are probable to have similar living habits, making it difficult for them to avoid problematic features and maintain their rehabilitation.

4.6 WHETHER INSATLLING CCTV CAMERA IN POLICE STATION VIOLATION OF ARTICLE 21 OF THE CONSTITUTION

Numerous essential rights have been incorporated into the Indian Constitution to help citizens live more honorably. In the case of *Justice K.S. Puttaswamy (Retd) v. Union of India (2018)[42]*, the Supreme Court affirmed the Right to Privacy, which is now recognized as a basic right under Article 21 of the Constitution.[43] The Apex Court's ruling in *Shri Dilip K. Basu v. State of West Bengl[44]*, which came two years well before Puttaswamy decision, authorized the installation of surveillance cameras in jails and police stations, raising concerns about the potential violation of the right to privacy under the right to personal liberty and life.

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[42](2017) 10 SCC 1
[43]INDIA CONST, art 21
[44]1997 (1) SCC 416

In the landmark case of ***DK Basu v. State of West Bengal***[45], the supreme court of India underlined that it is an essential requirement to install CCTV cameras in the police station to keep a track on the violation of the rights of accused. However court also said that the authority should not use the CCTV in an unregulated way to infringe upon the privacy of the prisoners and the accused. The use of CCTV needs to be regulated and within the limit. Only the authorized officials should have the access of the CCTV footage and that too when required.

The Court cited the problem of brutality and infringement of human rights as justification for installing surveillance cameras in order to reduce, if not prevent, custodial brutality, deaths, maintain correct discipline, and keep an eye on drug usage in lockups, among other things.

In the case of ***Paramvir Singh Saini vs Baljit Sing***[46]*,* court went on to extend comprehensive guidelines about the installation of the CCTV cameras in the police station. Court gave wide as to how the CCTV cameras needs to be installed in the police station and who all are made responsible for the working of those cameras.

It was in September 2011 that the A.P Shah committee was formed by the Planning commission of India under the chairmanship of the Justice A.P Shah. This committee submitted their comprehensive report in October 2012. This report gave a number of recommendations to protect the privacy of the individuals in this world of technological surveillance. Few of the recommendations are mentioned below:

i.   Prior to storing any personal details, the data controller must tell every person of its privacy policies so that they can choose whether or not to participate.

ii. The people can be informed via signs that read as "You are under CCTV surveillance", in order to give them requisite information about the surveillance they are subjected to.

iii. The data should only be kept for a brief amount of time and shouldn't be shared with or accessed by unauthorized individuals.

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[45]1997 (1) SCC 416
[46] (2020) 3 SCC(Cri) 150

iv. Public law enforcement organizations must request approval from the court before gaining access to such data and the court's decision to do so must take privacy protections and the act's legality into account.

v. The formation of a federal authority to oversee the application of laws and a grievance procedure.

vi. Laws governing Surveillance cameras should also address overt and covert surveillance video as well as video surveillance in both private and public areas.

The recommendations of the AP Shah Committee could undoubtedly serve as a springboard for developing CCTV rules in India. Nevertheless, the report is now entirely dormant and has to be revisited as we move closer to a 360-degree, round-the-clock surveillance system.

However the rules mentioned in this report has relevance in controlling the abuse of privacy due to the installation of CCTV camera in the police satiation. Even though this remains a complete gray area for the time being and there are neither proper laws not judicial pronouncements to address clearly that whether the installation of camera in police station really infringes upon the privacy of the accused or any other individual. However, the researcher of this work comes to an conclusion that installing CCTV camera is the need of the hour but it needs to be regulated as per approach of the supreme court in the above discussed cases and the AP shah committee report could serve as a guiding principle in this regard.

CHAPTER: 5

<u>CONCLUSION AND SUGGESTIONS</u>

5.1 CONCLUSION

A detailed examination of police behavior reveals that the Indian police has devolved into an erratic and volatile organization. A police officer frequently lacks the appropriate attitude of compassion and concern for the general populace. To correct the aberration in police conduct and assist them create the appropriate police culture, it is absolutely important to pinpoint the causes of policemen's unpredictable behavior.

Crime and terrorism have changed in their approaches. The police are becoming weak and vulnerable in an unusual way because circumstances have outpaced their capacity to respond to or even learn from them. The police organization must change the way, approach and the method of tackling new issues and the state should also adopt a new outlook of giving police the ampel opportunity and power to implement new and the progressive methods of tackling crime. Throughout the analysis, it was discovered that the police organization strongly suggested that a systemic change was required because no meaningful attempts to reform the police had ever been made. The coordination of the International Police organization with various countries helps to control the increasing rate of crime.

Considering the fact that despite the idea of community policing, the current divide between the public and the police is rather wide. With the cooperation of the police and the general public, it is sincerely hoped that these models of ideas would go a very long way toward enhancing the two parties' relationship and accomplishing the desired aim of a peaceful society from crime.

Police administration is a filed with lots of complexity and involves various sensitive facets. It is considered as one of the most complex field of public administration. It

has multifaceted and diverse dimensions. It wouldn't be out of tune to argue that India had a effective policing system in ancient times, but that it experienced a setback throughout the Middle Ages as a result of foreign invasions, subjugations, and over tunes. Only under the British throne was any real attempt made to provide a proper police set-up, as the arrival of the company and its attempts to consolidate the government destroyed the moral and social framework of Indian society.

Police officers often carry out a variety of tasks. It is important to note that the police hold the belief that their primary purpose is to handle crime and criminals without understanding any cause-and-effect relationships, criminogenic causes, or any inexorable and permanent alterations to society and social order. Police job is currently regarded as one of the most demanding professions. Current changes in the political, sociocultural, and economic spheres have an impact on the roles, responsibilities, and modes of performance. In order to carry out their duties effectively in the areas of crime investigation and detection, interrogation, and search, police should be granted complete authority and formed an autonomous agency. Police should not be subjected to political interference. Forensic science investigation must be strengthend so that investigation should be carried out in a proper way. The police should be given more authority in light of the functions they perform using cutting-edge machinery and technology.

In India, the science of questioning is still in its infancy. The development of scientific and psychological interrogation is required. The intervals between the interrogations should be flexible. Police can now identify criminals using new methods that are accessible. Although police have unimaginable capacity, today's clever criminals execute crimes while leaving no traces or proof in their wake. For the department to preserve its potential, it should also be technologically competent and up to date in every way. Any right-thinking police chief should be most concerned about police behavior anomalies.

No matter how well the police may be operating on a professional level, if proper precautions are not taken to keep their abuse of power in control, the overall result will be a declining public impression of the police. The proper law enforcement creates trust and respect for police in the general public. This calls for a change in police policy at the

operational level, notably in how they behave, see, and deal with those who are the target of their services.

It is necessary to reorganize police operations on a cultural level. To make the police more approachable to the public, a change in the way they operate would be required. The study has demonstrated that the required behavioral transformation can be encouraged by suitable training and re-orientation alone, which can alter the negative thinking.

Crime has significantly increased in scope, nuance, sophistication, lethality, and ruthlessness. It has been noted that the criminal negligence of the cops in the Arushi Murder Case and subsequent terrorist attacks in Delhi, Hyderabad, Manglore, Bombay, Ahmadabad, Surat, Guwahati, and other places is a result of the collapse of policing at all levels, particularly at the forefront of technology, and the total loss of police at the fundamental instrument for internal security.

The absurd neglect of their fundamental job by the police, which was recently exposed during the trials of Priya Darshini Matoo and Jessica Lal, indicates that both the effectiveness and luster of the Indian police have faded. The burden of not being ready to deal with threats like terrorism and targeted criminality in a methodical, coordinated way has resulted in contact fatalities. The aforementioned analysis makes it very evident that thorough reform at every level, including every facet of policing, merits immediate and crucial consideration.

In order to strike a balance between the necessity for successful law enforcement in society and an accused person's fundamental rights, the judiciary have acted as a check on both. In cases where police administration channels have devolved into callous indifference, judicial orders have served a useful function in exposing and ending the use of third-degree tactics by the police on the individual in their custody.

A lot of reform is required for both the sides. Only the efforts of police cannot bring necessary change but general people also has to contribute towards enforcing effective policing. It is required that general public should take iniative to bring reform on several parameters.

It has been established that adequate instruction and reorientation by themselves cannot alter unfavorable mentality and promote essential attitudinal transformation. The police organization needs to become more sophisticated in order to accept both criticism and resistance to established police methods against the backdrop of increased crime. The leadership lacks the guts to plan strategically and take decisive action. The Police organization must avoid a corrupted atmosphere, political interference, and disgruntled workers for optimal operation and effective production. The police are not updating their abilities and are not acquiring new ones. In this instance, it is accurate to say Consequently, in order to safeguard the security system of the country, the police force should be made sophisticated in the area of new technological innovation, and this sophistication should be incorporated into the teaching methods for timely recovery. Police work is fundamentally contentious. Even in normal times, it is challenging and dangerous when it comes to maintaining law and order, preventing crime, and identifying criminals.

It becomes even more difficult when there are significant risks to internal security, such as terrorism or insurrection, which not only endanger the lives and property of the populace but also undermine political institutions by eroding their fundamental principles. The Prime Minister Manmohan Singh requested that the police forces achieve this goal and be ready for such a situation in the future. Dr. Manmohan Singh emphasized the importance of the creation of a task force to address the new issues of terrorism and insurgent unrealism. He demanded the creation of a task force to launch the 100-day plan. Within 100 days, the task group, which will be led by the national security advisor, will provide a roadmap outlining the specific steps that must be taken to guarantee that the networked security architecture is designed properly to counter these threats. He emphasizes further and names specific recent terror incidents that have occurred in Delhi and other cities, saying that each time one occurred, there was a public outcry over the government's negligence, which was followed by condemnation of the police intelligence services.

Numerous terrorist assaults were averted because to the police and intelligence services' vigilance, but even a single occurrence of moderate size might have negative effects and raise concerns about the government and its various institutions' capacity. These circumspect remarks to the police forces suggest an increasing threat to the country's

internal security as a result of the ongoing rise of new problems in areas like left-wing radicalism, terrorism, insurgency, and realism. Hence, it is imperative to create an integrated capacity, in addition to enhancing intelligence coordination to further deepen inter-state and inter-agency collaboration and ensure innovation and technology leadership.

The public must have confidence in the government and its institutions, but that is not the least important factor. Police reform shows that when it is feasible, the police themselves may start reforms, and that improving how the public is treated at police stations would be an excellent place to start. If public opinion needs to change from the current attitude of negativity and indifference, then police changes should be included in the agenda.

People in India demand a professionally qualified, socialized police agency as we operate in the twenty-first century. The police force of the future must focus on serving the public. Right now, India need a democratic, honorable police force. The police must develop a plan for launching certain common practices for fostering better social ties with the general public.

In this context, the issue of political interferance and the organizational independence of the police needs real discussion. More passionate discussion and expert analysis are required. The requirement for strict political and administrative supervision to micro-manage policing will not be essential if policing policies are correctly put out. The State Government must view the Parkash Singh matter objectively and methodically rather than as a challenge to its power. The discussion above makes clear that the study calls for greater actions in this area.

5.2 SUGGESTIONS

Following are the suggestions that needs to be implemented to improve the situation of police accountability and to intoduce smart policing

1. Healthy Police Public Relations: The requirement for effective police-public cooperation is essential. Police should serve the public and not a Director; they should strive for the benefit of individuals. Officers must act as a person's friend and supporter. As it is effective in Uttarakhand and has received positive public's

reaction, a police station visitor's week should be implemented nationwide. This would help shape the concept of contemporary policing. They gain more exposure in this way. Consequently, Community Policing would enhance police management. The necessity for effective police-public relations is urgent.

2. Selection of able candidates: The applicants chosen in police has to be competent in the future for the advancement of the Police administration. To draw better candidates, the selection procedure needs to be made increasingly rigorous, scientific, and qualifying emoluments for police officers need to be significantly reversed. They should be capable of adhering to societal standards and must be conscious of their responsibilities, but this is only achievable if the selection process is modified.

3. Use of scientific methods: The techniques used by the police for conducting investigations are one of the main causes of the poor reputation of the policemen. They are quite inhumane and brutal. These techniques must be replaced with scientific ones like mind mapping and the narcotics test, among others. Transparency in the investigation's conduct is required. Developing specialist cells to handle each form of significant crime, such as kidnapping, extortion, murder, auto thefts, organized cyber, etc., is necessary for a top-notch investigation. Officers don't have the motivation to look into things. Hence, a trustworthy, open, and efficient approach should be developed to hold the officials accountable to the general people.

4. **Modernization:** Police must employ cutting-edge techniques, sources, vehicles, and weapons, among other things. In order to increase police effectiveness and gain the public's trust, crime must be reduced. The police force should be more technologically advanced, similar to that of other nations, and the State Government should correctly provide funds for each district's police station to modernize it by incorporating science and technology into its operations. To determine how the modernisation process should be channeled, a committee for funding assessments of civilisation should be established.

Science must be extensively utilized as a dual-purpose tool to prevent the application of excessive force on the one hand and to demonstrate the police's commitment to acting only in accordance with the law on the other. Hence, during a police questioning, audio and video technologies have to be utilized. Rural areas has to face additional problems as compared to the urban areas because of the several reasons. Police departments suffer greatly as a result of lack of wireless equipment access. So, it is necessary to introduce remote control technologies to enhance police administration in rural areas. Modernization can boost the effectiveness of the police and enhance their reputation.

5. Rapid Action on complaints: The public's declining confidence in the police may be caused by delays. People want the police to do more than just listen to their concerns in order to enhance police administration, thus the police must respond quickly to concerns. Police must also work on this side in order to provide them with quick justice. For the police to operate effectively, the investigating wing must be treated separately from law and order. The PCR should be given a high-tech and cutting-edge renovation.

6. Provision of adequate facilities: Inadequate funding, sufficient manpower, inadequate transportation, etc. are all problems for the police. They are unable to perform their duties effectively until and unless they are content with their jobs. Hence, police must be provided with enough resources in order to reduce corruption and increase efficiency. The current police force is insufficient and out of proportion to the crime. Management of the workforce needs to be improved.

    The extra police should be recruited at State and District level particularly at the constabulary level. Hence, this issue needs top security intensive planning. The Government should provide police personnel at field work with better accommodation, education, health and other social infrastructure which are needed at their domestic front. The police personnel who work around the clock in the field should be adequately provided with better working conditions. They need to be properly armed equipped. There should be better area wise transport equipment facilities to carry on police administration efficiently.

7. Legitimate use of Powers and Rights: Police must use their duties and rights properly, whenever, police used their powers and rights beyond their limits, its consequences had to born by the reputation of police. The attitude of police towards public must be changed. Indeed, a law enforcement agency cannot function effectively if public is antagonistic to its basic aim goal.

8. Establishment of Branch of public relations: For saving the public from problems and misbehavior of police, there must be branch of public relation in every police station and the one who is employed in these branches must be a common citizen, who not only registered the complaints but also take steps to give justice to the victims. It will result into better rapport between police and public.

9. Better relation with Mass Media: Today is the era of Mass Media, every one is directly or indirectly related with Media, so media is the only source by way of which everyone can meet common man, so police must take steps for better relations with media.

10. Arrangements of Exhibition, Games, Police Fair and Seminar: Police have to arrange the exhibition, games, fair, seminars etc. so they came into contact with public and share each other news, ideas, feelings, and helps to improve the police administration. The refresher course should be properly implemented. They should compile in their training phases to present them more informed rejuvenated policemen. The physical fitness programme for the policemen should be implemented in each district like Bhangra or cultural programme.It should be organized for their fitness and also reduce their stress level.

11. Training of police functions in schools and colleges: Government has to provide training of police functions, the problems which are faced by police in schools and colleges, so the coming and the new generation understands the functions of police and become a vigilant citizen.

12. Lack of Political Interference: The efficiency of police can be increased, by decreasing or lack of political interference. Generally the politicians used the police for their own work and they are compelled to do legal or illegal work on the order of politicians, like Judiciary, Legislature and Executive. They are different and not interfering in each other, same must be with police, political interference must not

be there, so that, they work in a proper and efficient way to improve the police administration. Therefore, there is a need to be very few fundamental changes in the Police Act. Political pressure is a major problem in the police working. It should be removed at the early time. There is a great pressure on the shoulders of Police constable to top brass. All powers should be kept under the control of the Governor. A new mechanism of control supervision should be made which would help the state Government in an open manner under the framework of law.

13. Rigid Discipline for Police Department is the essence of police service: The objective will not be achieved merely by mechanical enforcement of disciplinary rules and procedures. It must be appreciated that discipline is just one of the several components of good management. The supervisory rank also have to show a strict observance of the norms which they expect from their subordinates. However, prompt and effective disciplinary action must be taken whenever, there is violation of the departmental norms.6 If police be honest and disciplined, then its reputation would surely be improved.

14. Organizational Structure: The structure of Police organization needs to be flattened. As recommended by National Police Commission, there must be only two entry points-one at a constable level and the other at Indian Police Service level. This will provide opportunities for constables to rise to the ranks of investigators and supervisors. Accordingly, constables will have to be college educated and better trained. This will help in raising their status and necessary in improving their working conditions. The continuance of Indian Police Service cadre should be supported. Since, it attracts the best college graduates in the country and thereby injects fresh thinking at the leadership level. There should be co-ordination between the civil police and administration. However, system of local accountability for the Indian Police Service and the police by giving extensive powers to citizen Boards needs consideration.

15. Changing the Police Culture: The existing system operates as a colonel model where the organizational welting places police officers, especially the Indian Police service leadership at an elevated level that breeds class hierarchy and making style inconsistence with democratic ideals. By flattening the organizational structure and

adopting modern management practices that makes the police function as a public service system, the present mindset of officers will slowly undergo changes. In the twenty first century, the Indian Police have to deal with cyber crimes, enforcement of socio-economic laws, terrorism, rapid development, urbanization, migration, highway traffic management. Then, it is the duty to inform or educate the people. So due to this materialization or development, the police organization need to have to change the police culture.

16. Police attitude in Respect of People is more effective: Police attitude in respect of people is not good. They continue to function and behave in an authorized manner though they become service-oriented. India is now a sovereign, Socialistic, Democratic and Republic. The police Department are being infected with evils prescribed to wrong type of attitude of policemen. Therefor, there are sufficient reasons to believe that the Policemen ordinary do not have a healthy and responsive attitude towards the people and their problems. Therefor,there is also need to develop moral virtues for improving the image of police. Moral values must be given to police so that they can do their duty in a better way.In this way,the police become sincere and change its attitude in respect of people, then it will surely improve the police image and decrease the gap between the two.

17. Police torture the offenders within limits: Use of third degree methods by Police during the course of investigation has been subject of severe criticism and a matter of shame for the police as well as for the society. The police point of view is that there is no first degree method of dealing with the hardened criminals. Conversely, it is no more than true that no civilized society and still a less in a democratic society can tolerate and use of third-degree methods of torture, abuse and violence on suspects, involved in the process of sorting out real criminals. It violates the dignity of the individual. So for the improvement of police, it is necessary that the police use their powers within limits and observe.

18. The another mechanism that needs to be implemented is with regards to managing the complaints against those police officers who don't perform their duty properly or abuse their power. NHRC and the SHRC are the authorities which has the power to look into the complaints against the police officers. These authorities should be

given more power to take actions and conduct investigations with regards to the complaints against police officers. Since these committees are responsible for checking the implementation of the human rights they should take quick action when any complaint with regards to the violation of human rights by the police authority comes in knowledge.

19. Advances Police Training: The another crucial requirement for creating a responsible and the productive police force is to give them advanced level of training. The training should not include only the tradition method of policing but they should be well equipped with the technology and the way these technologies are implemented in the crime prevention and investigations. In many instances it has been observed that police lacks proper training with respect to even collection of evidences. The another crucial aspect with regards to which they should be given training is to maintain good relations with the public.

20. Proper training for the use of Modern Technology: Technology is utilized to decrease the burden on police and help in police investigations or preventing crime, which would improve the connection between the police and the general population. Nonetheless, it is frequently observed that almost all senior police officers avoid using technology because they find it uncomfortable. So, thorough instruction in how to use such technology would be extremely helpful for the aforementioned goal. The police departments must seriously adopt the newest technologies. Several tiny police departments don't make efficient use of either new or existing technologies. To perform their tasks properly, they must overcome their sluggishness.

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make efficient use of either new or existing technologies. To perform their tasks properly, they must overcome their sluggishness.

The above mentioned reform is multidimensional and is sure to bring advancement in the police with regards to the application of the technology. These reforms if implemented correctly will help the law enforcement agencies to integrate technology in the prevention and the management of crime. Looking at the present day technological advancement and the complex nature of the crime it is essential that technology should be made a part to policing to take crime management platform to next level.

21. Human Rights Education for Police Personnel: The Police should be sensitize to human rights issues. The Commission also circulated syllabus to all the states evolved by it in respect of human rights training for all ranks of the police force. In response, the Commission has been informed by police authorities of various States that they are undertaking regional training programmes and those concerted efforts are being made to sensitize their officers and men. Even though number of special workshops and seminars have been organised by the police authorities at the State level to emphasise the human rights imperatives of police work but, unfortunately violation of human rights are frequently seen.It is pertinent to mention that such training programmes, when properly structured and conducted, can have a salutary effect on the police officers and men and better the quality of their response, even in tense situations.

The above mentioned suggestions if implemented properly than it is sure to take the policing on the next level. Policing in India requires multi facet concern where is a need to improve the standard of police, their way of working, including coming people in day to day law enforcement procedure, gaining the trust of the public and implementing the method of smart policing by integrating the use of technology in the policing process. Looking at the present day need and the complex nature of the crime it has become extremely important to use technology in the process of policing.

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