

# Police-Community Relations and Trust Building

<b>Abstract</b>	<b>2</b>
<b>Introduction</b>	<b>2</b>
<b>Accountability mechanisms</b>	<b>3</b>
1. Police Deviance	3
2. Internal accountability mechanism	3
3. External accountability mechanism	4
4. Protection of Human rights in Custody	5
5. Challenges for accountability mechanism	6
<b>Impact of Impunity on Police-Community Relations</b>	<b>7</b>
<b>Community policing</b>	<b>7</b>
1. What is community policing?	8
2. Objectives of community policing	9
3. Various models of community policing across India	10
4. Evolution of community policing (India's Role)	13
5. Community Building	14
6. Community policing as an instrument for internal security	14
7. Challenges faced by community policing	15
<b>Community engagement</b>	<b>16</b>
1. Why is the general public scared of the police?	16
2. Public-Police Partnership - The New PPP model	17
<b>Comparing community policing in India with another country</b>	<b>18</b>
<b>Strategies to improve trust and collaboration between the Police and the community / Recommendations</b>	<b>20</b>
<b>Conclusion</b>	<b>24</b>
<b>Bibliography</b>	<b>24</b>

## **Abstract**

There is no perfect definition for the relationship police and public share with each other, as it varies across different areas and circumstances. The Police are entrusted with the responsibility to protect the community and to prevent crime. However, due to changes in circumstances, and an increase in crime, police require positive cooperation from the community. If both the police and the community work together, society will be a better place to live in. This necessitates trust and collaboration between the police and the community. Yet, the police-public relationship in India has faced numerous hurdles, with one of the major reasons being a lack of trust between them. To address this issue, proper accountability measures, community policing, and community engagement should be encouraged, fostering a positive police-public relationship.

## **Introduction**

Effective policing relies on the police having the confidence of the communities they serve, and this consultation gives the public an opportunity to contribute to the values and standards they expect of police officers. — Hazel Blears

The Police work to protect the society by preventing crimes and preserving the nation's unity and integrity, along with the maintenance of a peaceful public order. With the objective of protecting the life, liberty, property, and dignity of the citizens, the police emerge as a key to sustaining peace for the common man. According to Robert Reiner, Policing by consent cannot entail complete universal approval, however, the whole philosophy of policing by consent indicates the role police have to play to manage conflicts in the interest of the society. The Indian constitution grants various fundamental rights to its citizens, one of which is article 21. The article 21 of the Indian constitution provides that "no person shall be deprived of life and personal liberty except according to the procedures established by law"<sup>1</sup>. This article gives every Indian citizen the right to lead a peaceful life. However, the police alone cannot ensure the prevention of crime and maintenance of peace. A healthy collaboration between the police and the community is necessary to achieve the desired collective goal.

In India, the Public-Police relationship has been facing many ups and downs. Various efforts to build the trust between these two have been in vain due to the existing psychological gap. There is an arising need for community policing and trust-building between police and public in India. Community policing is the policing of a society in collaboration, consultation, and partnership with the community as a whole. This community policing is essential to ensure a proper blend of people and

---

<sup>1</sup> The Constitution of India - Article 21

police, to maintain the societal order. The main aim of community policing is to reduce the gap amongst the police in public by building trust and cooperation. This is essential because, without trust, citizens are less likely to report any crime to the police or even cooperate during investigations. This research paper analyzes the police-community relationship, and studies the various factors attached to trust building between the two.

## **Accountability mechanisms**

### **1. Police Deviance**

Police Deviance is a type of behavior, which is inconsistent with the values, ethics, and norms set by the society. Headline-grabbing incidents of police brutality, extortion, and other serious crimes contribute to the perception that Indian police can sometimes turn deviant. The Data from National Human Rights Commission shows that the number of custodial deaths have increased from 136 to 177 in 1999-2000, and the complaints of "Illegal arrest" have also increased from 112 to 1157, with false implications going from 64 to 1647 in 1999-2000<sup>2</sup>. There are two ways to hold police accountable. Those are Internal and External Accountability mechanisms.

### **2. Internal accountability mechanism**

The Police Act of 1861, the state government's police act, and the rules within the individual police manuals, provides for the internal mechanism to hold the police officers accountable. According to the Police act of 1861, senior police officers of the rank of superintendent of police, and above, can suspend or reduce the rank of any subordinate police officer, on the grounds of negligence in the discharge of their duty<sup>3</sup>. Further, The Police Act of 1861 mentions the offenses under which a police officer can be held accountable.

- I. Wilful breach or neglect of any rule regulation or lawful order.
- II. Withdrawing from the duties of an office, or staying absent without permission, or for an unreasonable cause.
- III. Engaging in any employment activity, other than police duty, without authority.
- IV. Cowardice
- V. Causing any unwarranted violence to any person in the custody.

---

<sup>2</sup> "Police Accountability in India" by Commonwealth Human Rights Initiative  
[https://www.humanrightsinitiative.org/publications/police/police\\_accountability\\_in\\_india.pdf](https://www.humanrightsinitiative.org/publications/police/police_accountability_in_india.pdf)

<sup>3</sup> The Police Act, 1861, Section 7

The penalty for carrying out any of the above offenses ranges from fine of 3 month's pay, and, can go up to imprisonment (up to 3 months), or a combination of both<sup>4</sup>. Even though the punishment might differ from state to state, the dismissal, removal, reduction in payout, or rank, are regarded as "major punishments", which cannot be imposed on any officer without thorough inquiry, and is a time consuming task. It is necessary for the complaints against the police to be fair. In the 1st report of the National Police Commission, a suggestion was made that inquiries should be conducted by departmental authorities, along with an independent body (outside the police), and judicial inquiry for any complaint against the police, under the accusations of death or hurt caused in police custody, rape in custody and death of two or more persons resulting from police firing in the dispersal of unlawful assemblies. However, these recommendations were rejected by the government. In 2001 the Prime Minister's office debunked the Delhi Police for treating the complaints against police officers dreadfully.

### 3. External accountability mechanism

The External accountability mechanisms include the external entities that can hold the public safety agency of Police accountable for their actions.

- a) **Police Complaint Authority** - In the judgment of Prakash Singh v. Union of India<sup>5</sup>, the Supreme Court, after reviewing the past authorities' alleged cases of misuse of power by the police, and after reviewing the reports by the commissions to ensure police accountability, ruled the establishment of the Police Complaint Authority (PCA) in all states (by the enactment of the appropriate legislations). Following this, the Ministry of Home Affairs created the 'Soli Sorabjee committee', in October 2006, which produced a draft model police bill to be incorporated by States, to replace the police act 1861. This bill provides for a detailed portion on establishing a regulating authority, which deals with complaints against the police. This led to the creation of PCA. The PCA is empowered to investigate any complaint, alleging any type of misconduct, by any police officer. The investigation ground includes alleged custodial death, or grievous hurt, rape or attempt of rape in police extortion, land occupancy, or abuse of power. The PCA has the powers of a civil court, under the Code of Civil Procedures (1908), and can also make Suo moto in the case of the alleged abuse.

---

<sup>4</sup> The Police Act, 1861, Section 29

<sup>5</sup> **Prakash D. Shah, Anand N. Desai v. Union Of India** (Uoi) on 16 September, 2003, (2004) ILLJ 943 Bom, 2004 (1) MhLj 1043, Bench: R Khandeparkar

- b) **Judicial Remedies** - Another form of external accountability mechanism is holding the police accountable through courts, where complainants can directly sue the police officers for alleged abuse of power<sup>6</sup>.
- 1) Public law liability - Any violation of the fundamental rights mentioned in the part III of the Indian Constitution has been grounds of liability on police under the public law by the Courts. The courts have even held the state liable for compensation for the harm caused. In the case of Rudul Shah v. State of Bihar, Supreme Court passed an order stating the compensation for the violation of Article 21 of the Indian Constitution, under the writ jurisdiction, in 1983<sup>7</sup>. The petitioner here was unlawfully detained for 14 years. The Supreme Court ordered a sum of ₹30,000 to be paid by the state within 2 weeks of the order.
  - 2) Liability in Private law - A state can be held accountable for violations of fundamental rights by police misconduct. The precedents suggest that, it is the writ petition under the public law which has been used as a remedy to the exclusion of private law. In case of any sort of fundamental rights violation, the sovereign immunity is not available to any officer as a defense.
- c) **National Human Rights Commission** - The National and State Human Rights commissions are empowered to take Suo moto on a complaint of violation of human rights by any person, under the Protection of Human Rights Act, 1993. With this regard, the NHRC has the right to influence any proceeding against any police officer, and to make recommendations for it.
- d) NGOs and Media, too, play an important role as an external accountability mechanism by keeping a constant check on the police.

#### 4. Protection of Human rights in Custody

Despite considering the violation of fundamental rights as unconstitutional, there are still cases where police violate the rights of accused individuals in custody. This abuse of power often goes unaddressed by the legal system due to insufficient safeguards for the rights of the accused. One such example is the case of B Janardhan, who was illegally detained by the police, who came dressed as civilians, on 2nd August 2009. Janardhan died in police custody on 4th

---

<sup>6</sup> 'LEGAL ACCOUNTABILITY OF THE POLICE IN INDIA', Centre for Law and Policy Research

<sup>7</sup> **Rudul Sah vs State Of Bihar And Another** on 1 August,1983, AIR 1086, 1983 SCR (3) 508  
<https://indiankanoon.org/doc/810491/>

August, with several marks on his body, indicating potential abuse. Nevertheless, the police denied this claim by saying that the cause of death was “cardiac arrest”.

Several human rights instruments provide for rights against torture, and the prohibition of torture is even recognised as a part of Jus cogens (compelling law). Adding to it, in the DK Basu v. State of West Bengal in 1997, the court held that in a society administered by the rule of law, “Any form of torture or cruel, inhuman or degrading treatment would fall into the inhibition of article 21 of the Indian Constitution, whether it occurs during investigation, interrogation or otherwise”. Further, article 22(1) of the Indian constitution provides for any arrested person to be informed on the grounds of their arrest, prior to the detention, and have the legal right to have a practitioner of their choice. Adding to this, article 22(2) states that the detained person must be produced within 24 hours before the nearest magistrate. Criminal Procedure Code 1973 also orders the police officers to protect the fundamental rights of the arrested persons.

## 5. Challenges for accountability mechanism

The formation of the National Police Commission in 1977 saw various reforms, and accountability mechanisms were divided into internal and external ones. The internal accountability mechanism is within the system. However, these mechanisms are lacking to keep the police officers accountable due to the process oriented complexities and the time involved in it (Joshi 2005)<sup>8</sup>. The internal accountability mechanism faces the challenge of suppressing misconduct in certain cases, as organizations fear reputational damage. The external accountability mechanism, on the other hand, includes accountability to Judiciary, public complaint authority, NHRC etc. Although, unlike internal mechanisms, they are independent authorities, their efficiency can be questioned sometimes. An example is the National Human Rights Commission (NHRC) being called a “toothless tiger” by its former chair, Shri H. L. Dattu, who was also a former Chief Justice of India. Despite being autonomous, the NHRC’s powers are limited to making non-obligatory recommendations to the government. Adding to it, if there is a time gap of more than one year in the incident and the complaint registered, the NHRC shall not inquire.

---

<sup>8</sup> Priya Vedavalli and Tvesha Sippy, 'Rethink Police Accountability in India?', Economic and Political Weekly <https://www.epw.in/engage/article/how-can-we-rethink-police-accountability-india>

## **Impact of Impunity on Police-Community Relations**

Impunity is the immunity or exemption from any punishment or accountability of wrongdoing. The general public usually has a perception that as the government needs the police to deal with serious problems (like terrorism), they try to shield the police officers in some cases. There has been an increase in cases of extrajudicial killing (extrajudicial killings happen when a person dies because of any act by a state or any of its agents, without going through any judicial or legal proceedings). The UN Economic and Social Council (ECOSOC) has also acknowledged extra judicial killings as harmful in 1992. These extra judicial killings became more popular in India when Mumbai police wiped out the city's underworld in the 1990s. Due to the police officials getting impunity under the laws like Armed forces (Special powers) Act, a number of encounter death cases were not investigated for years. One such case is when 8 unarmed adivasis (including 4 minors), who were alleged to be maoists, were killed by the security forces in Edesmetta village of Bijapur district, in Chattisgarh. However, the reports submitted by a committee headed by Justice V K Agarwal, former Judge of Madhya Pradesh High Court, in September 2021, held that the incident was a "mistake" and justified that the security personnel might have opened fire in "panic". This in turn, affects community policing.

- a) It creates distrust and alienation between the police and the public. When any police officer gets impunity for any misconduct or human rights violation, it erodes the trust people have on police. It creates a sense of alienation and hesitation for the community to approach the police.
- b) Impunity creates an atmosphere of fear and intimidation among the public. They might even be afraid to speak out against police misconduct due to fear of retaliation.
- c) Impunity harms the rule of law by creating a perception that law doesn't apply equally to everyone. The inability to hold police officials accountable erodes faith in the judicial system.
- d) Impunity can lead to dangerous consequences of harmful abuse of power. When the officers believe they will not be held accountable for their actions, it will create an environment prone to corruption, misconduct and excessive use of force and power. This will create tensions between the community and the police further causing distrust.

Hence, impunity can be a great hurdle towards building community-police relations, especially in India.

## **Community policing**

The main goal of the Constitution is to establish a democratic society, and for this purpose, the law enforcement agency of "Police" was brought into being. According to Peelian principles developed by

Sir Robert Peel, police officers are regarded as "citizens in uniform". They try to exercise their power to police their fellow citizens, with the implied consent of those citizens. However, over a period of time, this agency has been caught up in many controversies. The overall public opinion towards the police has changed from "protector" to allegedly "someone who abuses power". The agency of police is expected to be more people friendly with active participation of the general public in safeguarding the society. It should work fairly, promoting transparency in the system. Community policing as a philosophy is based on the idea that people and police officers work together in creative ways, which will further help in solving the community problems. Various crimes can be prevented by being people friendly police. This is especially in the case of India, as the rising fearful sentiment among Indian people is that police are "rulers" and public are "ruled".

### 1. What is community policing?

The term "Democratic policing" was coined by John Angell in 1971 to describe community policing. Community policing is an inevitable contract between the law-abiding community and the police to detect, prevent and solve any local level crime or disorder to keep the neighborhood safe. Community policing has three main components, which are -

- a) **Community Partnership** - Community policing includes properly interactive partnership between the community and the police. By developing good communication within the community, police can be better informed, which can help them to take timely actions to solve a problem affecting the community. This can build trust and understanding, which will help in developing positive public-police relations. In specific scenarios of combating serious crime, the police require full community cooperation, particularly in gathering information. Community partnership is a form of policing with a broader scope. Police play an integral role in the community culture, and the community, in return, tries to cooperate with the police to solve crimes. The activities in community partnership range from helping resolve domestic conflicts, controlling pedestrian traffic, working together with local businesses for improvement of neighborhood, helping accident or crime victims, to even protecting the right to exercise the constitutional rights (eg. freedom of speech). Earning trust is a very complex process, especially in case of relatively low-income communities, with a history of mistrust of police. To build trust here, the police need to lower the use of unnecessary force, rudeness and arrogance, and support the basic social institutions like family, schools, religious places etc. The alliance formed should not be limited to one or two incidents but should endure for the continual safety of the neighborhood. The **Mohalla Committee Movement trust**, started by the Mumbai Police, in the wake of



the 1992-93 Hindu-Muslim riots, to ensure peace and harmony in the city, is a classic example of community partnership. Beat patrols and Mohallas met regularly to discuss a variety of issues like communal harmony, health issues, environmental issues etc, concerning the community. According to Mumbai Police, "There have been provocations, but, because of this initiative, mumbaikars have remained calm".

- b) **Organizational structure** - Proper organizational structure is essential for effective policing. This requires inculcating patrol officers in the system. Police patrolling plays an important role in community policing, as the police can keep a daily track of the happenings in the community, which will keep the community safe. However, due to the smaller number of police staff, we often don't see much police patrolling. Also, the patrol officers are regarded as low status officers, even after considering the sensitivity of the work they do. Under community policing, changes should be made in the very structure of police organisation. The patrol officers should be granted freedom to decide what should be done and how, in these communities. With daily patrolling, the patrol officers will be closer to the needs and strength of the community, which will make them in the best position to have closer ties with the community, further helping in quick solution to the community problems.
- c) **Problem solving** - Problem solving is defined as a process of proactive and systematic examination of an identified problem, and to develop and evaluate an effective solution to it. Every community is different, and hence its problems will be different. However, the 4 principles of SARA are the foundation of this process, this includes, Scanning (to identify and prioritize any problem), Analysis (to research on the information known about the problem), Response (to develop solutions which will help in bringing reduction in the number and extent of the problem) and Assessment (to finally evaluate the success of the solution).

## 2. Objectives of community policing

The sole goal of community policing is to reduce the crime rates by improving positive police-public relationships. It can be a great alternative to the bureaucratic model of policing, as the bureaucratic model limits the contact between police and community. Community policing is a cost effective and participative crime preventive measure. Community benefits in two ways:

- A) **Police specific benefits** - The police specific benefits include improvement in the community police relations, helps in detecting crime easily and timely measures to prevent it, better transfer of information between police and public and increased job satisfaction.

B) Community specific benefits - The community specific benefits include inculcation of positive attitudes towards the police, community empowerment, timely grievances redressal, reduction of fear, and, prevention of crime and improvement in safety

The objectives of community policing includes having collaborative partnership between the police and the public, which should be rooted in trust, and should have a two way feedback mechanism.

### 3. Various models of community policing across India

In order to understand the nature of community policing in India, let's have a look at some of the examples of community policing models in India.

**a) Neighborhood Watch Scheme - Karnataka:** In order to strengthen the police - public relationship, a Neighborhood Watch Scheme has been launched in Karnataka. This concept was first experimented by Delhi police in 1989, which inspired Karnataka Police, and they formed citizens committees at station level by 1994. However, this system was abruptly stopped after some people with neighborhood watch ID cards were found to be involved in corrupt activities. After this, many NGOs tried to put an effort for community policing, but they all were in vain. It was only after BCP commissioner Shri Basker Rao announced the reintroduction of the scheme in September 2019, under the name "Hello Neighbor", NWC programs are now being implemented in various parts of the city. Due to shortage of police staff, the volunteers go on night patrol to relieve the overworking police persons. These NWC volunteers are deputed only in residential areas and not in sensitive areas. The police provide pick up and drop services to these volunteers. Door-to-door bicycle patrolling was implemented to make policing more effective. Even women took active participation in patrolling activities.

Impact - The implications of this scheme was that the crime rate in Karnataka had declined by 11% in 2020, and had seen this drop in IPC crimes for the fourth consecutive year (the NWC scheme was majorly implemented after the 2019 declaration of the "Hello Neighbor" program). The state recorded over 1 lakh IPC crimes in 2020, as compared to about 1.2 lakh in 2019, signaling a 11.5% of decrease<sup>9</sup>.

#### **b) Maithri model - Andhra Pradesh**

The community policing model in Andhra Pradesh is called "Maithri", meaning friendship among community and police. This program directs the way police should think and act. It

---

<sup>9</sup>IPC Crimes decline for 3rd year in Bengaluru, forth in Karnataka", 6 October2021 - The Times of India  
<https://timesofindia.indiatimes.com/city/bengaluru/ipc-crimes-decline-for-third-year-in-bengaluru-fourth-in-karnataka/articleshow/86799892.cms>

was introduced in the early 2000 in Andhra Pradesh. Ever since then, it has achieved great level of success, as after introducing this program people started to recognise police public partnership which will help in making the society safe.

Impact - By March 2004, almost 32% of the total population was protected under the paradigm of Maithri, having around 7200 Maithri committees, which introduced almost 3 lakh people as members.

### **c) Parivar Paramarsh Kendra - Madhya Pradesh**

This scheme by MP police provides for resolution of family disputes, with special focus on the matrimonial conflicts. Its office is located in the same premises as local police stations. Over a period of time, it had received a number of frequent complaints and counseling requests from alienated couples and family members. These complaints range from slight household disputes, to even serious matters like domestic violence and sexual harassment. If the counsellor finds the reconciliation difficult, then the case is referred to the court. In case any serious matters are brought to the counsellor, they are immediately referred to the police for further action. These schemes also focus on women empowerment and welfare by providing facilities like shelter homes to women and children in need.

Case study - **Neeraj Vishwakarma. v. State of Madhya Pradesh**, 5 February 2018 :

This case highlights the importance of this Parivar Paramarsh Kendra scheme to solve or impact any dispute. This case is surrounded around the dowry and harassment allegations made by the respondent. The application under section 482 of Cr. PC was filed for quashing the FIR registered by the Respondent at Police Station Mahila Thana, Jabalpur, for offenses under section 294, 498 -A, 506, 34 of IPC and Section 3 of the Dowry Prohibition Act<sup>10</sup>. Here, applicant no 1 was the husband, applicant no 2 was the mother in law and applicant no 3 was the brother in law. Respondent no 2 lodged a written complaint on 20th July 2017, alleging that she was married to applicant no 1, and prior to marriage, it was expressed that they do not want dowry. However, after marriage, the applicants started mentally and physically harassing her for dowry of a motorcycle along with an amount of ₹1 lakh, only then she could stay in her matrimonial house. The respondent further alleged that the husband had engaged in unnatural relations with her. On the other hand, the applicant argued that the wife was not interested in fulfilling her duties as a wife and had made false allegations against the applicants. Role of Parivar Paramarsh Kendra - The state took in consideration the judgment of Parivar Paramarsh Kendra, that the wife belonged to a lower middle class family, and was fed up with her husband's unnatural acts. The state further argued that the wife's allegations of dowry

---

<sup>10</sup>**Neeraj Vishwakarma vs The State Of Madhya Pradesh** on 5 February, 2018, No.24469/2017  
<https://indiankanoon.org/doc/155336911/>

demand and harassment required proper investigation. The court then dismissed the application and stated that the trial court should proceed with the trial based on the evidence presented. This shows how much of an important role the report of Parivar Paramarsh Kendra played in molding the judgment.

#### **d) Community policing programs - Arunachal Pradesh**

Various activities have been initiated since 2014-15 in Roing (lower Dibang valley), by the district police, under the leadership of SP of Roing Shri Rajneesh Gupta IPS, as a part of community policing programme. The initial activity was a Youth leadership training program, which was started under the assistance of an NGO called "Art of living". This workshop was kept for a period of 6 days, with 3 hours everyday consisting of stress elimination and self development. Another such program was in the form of a video by the NGO called the "Way to Happiness", which has also initiated various workshops covering schools and government offices, which achieved a positive response.

Impact - More than 180 participants including children benefited from the program (as per 2014 report by Arunachal pradesh police). More than 2000 books have been sponsored by Jindal group of companies as a part of their Corporate Social Responsibility program for the public. On 23rd March 2014, a Happiness march was organized on the occasion of UN International day of Happiness, by the Lower Dibang Valley district police. This March saw the participation of more than 2500 people, mainly school children, who participated in the march while carrying placards with messages of moral values written on it.

#### **e) 'We Care' programme - Delhi Police**

In order to spread awareness about various schemes of the Delhi police amongst the people, Lt General Shri V K Saxena announced the 'We Care' program, a community policing initiative. This program was inaugurated at an event organized at India gate, on the great occasion of Sewa Divas, which marked the 72nd birthday of PM Shri Narendra Modi. The main goal was to establish a police-public interface. The provisions of this We care initiative provide for all the DCPs to hold community policing activities in their respective areas. This was done on every Saturday and Sunday for a period of 3 months in the year 2022.

#### **f) Ummeed scheme - Delhi Police**

The Delhi police launched a community policing program called Ummeed in 2023, specifically for the northeastern districts of the national capital. It was inaugurated to ensure peace and social harmony between communities. Since it is very difficult to deploy policemen in every corner of the capital, a service oriented and self disciplined society is required to assist the police to ensure peace and harmony. This Ummeed scheme focuses on building mutual trust, strengthening the common cord of togetherness within the community.

#### **g) Friend of Police - Tamil Nadu**

This friend of police is a community policing initiative with a goal to build closer ties between the community and the police. It was launched in 1993, at Ramanathapuram district of Tamil Nadu. It helps in creating crime awareness, which can, in return, be helpful for prevention of crime. Its main objective includes fairness, impartiality and transparency in the work of police. Volunteers with no political affiliation and zero criminal background were allowed to apply for the FOP (Friend of Police) initiative.

Impact - The model and success of the Friend of Police movement led to passing of GO (Government Order) Grant in 1994, extending it to bridge the public-police gap to the whole of Tamil Nadu in 1994.

Issues - Even after being a great initiative, due to lack of timely evaluation by an independent body, the 3rd Tamil Nadu police commission report (2008) doubted its usefulness. It was also alleged that many people who enrolled for volunteering misused their position. In 2020, Friend of Police was suspended due to controversy over FOP volunteers allegedly beating P Jayaraj and his son J Benicks to death in custody.

#### **4. Evolution of community policing (India's Role)**

The era of the 1970s and 80s was the time when the concept of community policing gained momentum across the world. Various countries like Germany, England, and Japan were trying out different ways to establish community policing programs. India, on the other hand, had witnessed the relevance of community policing ever since the ancient era. In fact, the main feature of the police system in ancient India was its community orientation. The Mauryan era witnessed the inculcation of police organization, and granting of specific powers of law enforcement with investigation, preventive and prosecuting duties to it. Even during the medieval era, the village chief called 'Sarpanch' or 'Mukadam' used to perform duties as a police officer to maintain law and order, with the help of the entire village community. At upper level, the 'Gumastha' or 'Muhasil' were the representatives of the Fauzdar, Musarif and Khwaja, who used to help in community policing. During the Mughal rule, policing became secondary, as the provinces got divided into Sarkars (like today's districts). The Fauzdar was responsible for law and order, prevention of crime and prevention of rebellion into these Sarkars. City police were called "Kotwal" in urban areas. During British rule, as per the changes made by Lord Cornwallis, the law and order was passed into the hands of the Zamindars. Community policing, by then, had lost its relevance. However, when India got its independence, a new hope was awakened. Law and order was made as a state subject in the federal structure, and some States tried to bring in community policing. 'Village resistance group' was a programme started in West Bengal to deal with the dacoits in rural areas. 'Gram Rakshak Dal' initiative was

started for community policing in Maharashtra and Gujarat. Karnataka, too, enacted the Karnataka village defense parties act of 1967, which became operational in 1975. This act aims to bring proper community policing. Ever since then, various attempts have been made to improve the community police relations in various parts of the country.

## **5. Community Building**

The community and the police both share a common concern for maintaining a safe neighborhood. While having a single police officer can temporarily impact peace within a community, long-term safety requires collaborative efforts between both parties. This collaboration is referred to as "Community capacity," which involves the effective cooperation of community members in developing and sustaining strong relationships, problem-solving, making group decisions, and working together to achieve goals. Merely observing crime is different from actively engaging in crime control alongside the police. The activities that enhance community capacity, with active involvement from the police, are known as "community building activities."

## **6. Community policing as an instrument for internal security**

Indian internal security dynamics are complex and prone to external variables including anti-national elements, disinformation, border clashes, and misuse of online platforms to fund these harmful activities. This is because of various reasons like social-economic imbalances, terrorism to the extent that even non agitated regions are being caught in fire, sub nationalism etc. According to the study of National crime records bureau, a total number of 2243 cases of violence by Anti-nationalist elements were reported between 2017 to 2020<sup>11</sup>. This unpredictability of internal security requires assurance at both community and individual level. Hence, community policing can help in curbing such Anti-nationalist sentiments. When the police and the community work together, the feeling of responsibility increases. The National police commission (1977) and the Padmanabhaiah committee (2000) also stated that community policing is an essential part of police functioning in India. Engaging the community in addressing any radicalization, youth alienation can help in creating a strong base for resistance to any such activities, and support to the police force. In the Global terrorism index of 2017, Lt. General Shri V K Ahluwalia of the Indian army's central committee expressed that a consolidated approach, with cooperation of civil society, plays a significant role in coordinating the state elements in the fight against insurgencies or terrorism.

---

<sup>11</sup>"Community policing as a tool for internal security Management – Part 1" by Saundarya Shrotriya, 2 June 2022 - ORF <https://www.orfonline.org/expert-speak/community-policing-as-a-tool-for-internal-security-management/>

Further, the Batla house incident of 2008 showcases how the lack of community engagement in crime prevention not only can inculcate distrust, but also impair investigation and information collection during violent incidents. To avoid any such happening in the future, the Delhi police has initiated various civil engagement initiatives like - "Eyes and Ears scheme"(which provides a toll free number of 1093 to enable people to share information), "Yuva scheme"( which focuses on providing guidance, training and employment to youth) and "Nigehbaan"(under which, the station officers have been asked to identify various sensitive areas and install CCTV cameras there, for surveillance). Thus, such attempts will help in creating strong community-police relations and counter serious threats for the country.

## **7. Challenges faced by community policing**

Just like the other initiatives, community policing, too, faces some integral problems, those are-

- A) Speedy media reporting - Police are usually directed to not rush on any conclusion on the basis of some preliminary observations. Media, on the other hand, might focus on probable suspects to describe the crime to the people to deliver speedy reporting than other news channels. This depicts a negative image of the police in the minds of the people, further challenging community policy.
- B) Lack of Proper Accountability - There are several instances in the police functioning which have portrayed a negative image of the institution amongst the people. Instances of police not being held accountable, with the help of impunity, has inculcated fear amongst the public about police. Also, lodging a FIR (First Information Report) in police stations is a complex process, which takes the public far away from police (however, with E-FIRs, this problem can no longer be considered as an obstacle).
- C) Limited resources and shortage of staff - Presently, the methods of recruiting police personnels don't consider the aspect of emotional quotient. This is essential as the working hours of a police officer can go up to 24 hours a day, with barely any time to spend with family. Moreover, the limited number of holidays and poor living conditions, along with inadequate salary, causes stress among them which can affect their work. Lesser chances of promotion, overworking, inadequate facilities in the police quarters, along with hierarchical mode of senior subordinate relationship (which makes feedback mechanism difficult) stands as a hurdle for proper community policing as the police won't be able to work effectively.
- D) Lack of awareness and trust - One of the major issues in front of community policing is the lack of awareness and understanding about various perks of community policing among the masses, especially in rural areas. Many times, because of cases of police

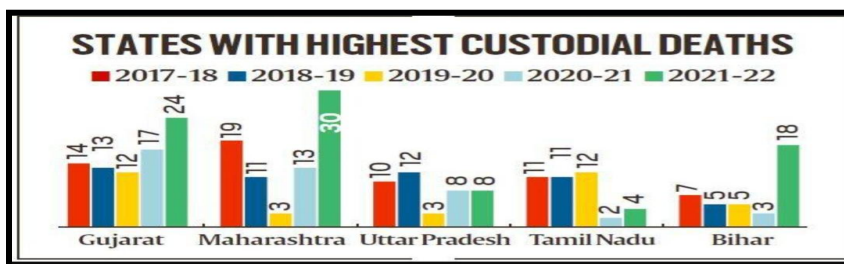
abusing their power, the people question their trust in the police. For this, strengthening the accountability mechanism can be a key tool.

- E) Low reporting and fear of retaliation - Many times, due to a negative image of the police, and the concept of impunity, the community members might be reluctant to report any crime or even provide feedback on the police, due to the fear of retaliation. Building trust and proper communication is essential to build strong and positive police-public relationships.
- F) Language barriers - Linguistic diversity in an area can create language barriers that can hinder effective communication. It is because, due to differences in linguistic backgrounds, Police or the people in that area might find it difficult to effectively communicate with each other to address the issues concerning the particular society.

## Community engagement

### 1. Why is the general public scared of the police?

According to the Ministry of Home Affairs' address to Rajya Sabha, a total of 699 cases of custodial deaths were registered, across the country, in the span of five year, from April 1, 2017, to March 31, 2022<sup>12</sup>, with highest custodial deaths reported in Gujrat at 80.



(Image taken from <https://www.drishtiias.com>)

Custodial death happens when a person dies in police custody, often due to negligence or excessive force used to extract information. Such police "interrogation" instills fear in the public. In 2010, the Prevention of Torture Bill was deliberated, aligning with the UN Convention against Torture of 1975. The bill holds public servants accountable for inflicting torture on citizens in custody and subjects them to punishment. Despite this, the number of custodial death cases continues to increase. The general perception has become that police are corrupt, rude and dangerous. Public, especially in rural areas, avoid contact with the police as they "do not feel at ease" while dealing with them. A public policing NGO called "Common cause", along with the 'Center for study of developing societies' conducted a study titled 'Status

<sup>12</sup> "669 cases of deaths in police custody registered in last five years: MHA" - NHRC Report, 2023



of policing in India, report 2018'. In this research, they found out that 44% of 15,562 respondents were somewhat or highly fearful of police, while some even mentioned that they had known victims of police torture<sup>13</sup>. Another finding showed that at least 29% of women respondents conveyed that they fear sexual harassment from policemen. The report also pointed out that caste plays an important role in shaping public trust in India, as the SC, STs were found to be more distrustful of the police. India's National Crime Records Bureau's data shows that not a single police officer has been convicted for custodial death since 2011, with over 860 cases in the same year<sup>14</sup>. The case of Ashok Kumar, who was falsely accused of murdering a 7 year old child in September 2017, highlights the need for a proper accountability mechanism, and the increasing fear of police among the people. During the interrogation, Kumar confessed that he killed the boy, however, later on when CBI took the case to court, no evidence was found against Kumar. It was later revealed that Kumar was severely tortured for 3 days in the police custody, and believed that he would have been killed if he didn't confess. According to Shri Shankar Sen, ex-director of National Police Academy, while he was working at NHRC, he witnessed that most of the complaints against police were coming from depressed classes<sup>15</sup>. This is the reason why there is a constant sense of fear and anxiety among the people, while approaching the police.

## 2. Public-Police Partnership - The New PPP model

A way to reduce the fear people have about police is through community engagement. The new model of public-police partnership, which involves the public in the problem solving process, is a key tool in ensuring positive community-police relations. This will help in ensuring crime prevention in the respected locality. Community engagement is basically community policing in a broader sense. It seeks to engage the community to facilitate decision making processes, strengthen and deepen the trust and relationship between the police and the public, and to achieve certain sustainable goals. It is based on the democratic motive that everyone who has been affected by an issue, which has implications on the community, should have a say in the decision making surrounding it. Moreover, it gives a sense of assurance to the public that they have a say in their community's matters and their opinions matter too!

---

<sup>13</sup> "Status of Policing in India, report 2018", Common cause and Centre for study of Developing Societies

<sup>14</sup> "Indian police use violence as a shortcut to justice. It's the poorest who bear the scars" by Mohit Rao, December 3, 2020 - CNN world  
<https://edition.cnn.com/2020/12/02/india/police-brutality-india-dst-intl-hnk/index.html>

<sup>15</sup> "Why public views police with fear, suspicion" by Sankar Sen, December 13, 2022 - The Tribune  
<https://www.tribuneindia.com/news/comment/why-public-views-police-with-fear-suspicion-459997>

Community engagement promotes the idea that the government organizations, police and the community members can work together to ensure proper policy making. One such example can be various community policing initiatives by Mumbai police in the past few years. These include the communal harmony week, Mohalla ekta committees and Mohalla panchayat programs. Through the Mohalla ekta committee, the aim was to inculcate communal amenity amongst the communities. These committees meet at a regular interval, especially when communal tensions are speculated. The members of these committees helped the police in maintaining communal peace, with police officers and the committee members working together as a team. The Mohalla panchayat program was initiated by the port zone of Mumbai police in mid may 2001. This initiative was started as it was informed that a lot of non cognizable complaints were being registered to the police stations, remedy of which required police assistance. Since the complaints were non-cognizable, the police couldn't do much without permission from a judicial magistrate, making the process time-consuming. This raises discontent among people, who feel that the police are not attentive to their concerns. Hence, in order to address this issue, the Mumbai police decided to take non cognizable complaints registered to the police stations of the respective localities, instead of the earlier complicated process. To facilitate this, various committees of socially active local groups were formed in various localities of the police stations. Each of these committees were headed by one police inspector of the police station. Accordingly, the non cognizable complaints of that area were taken up to the weekly panchayat meetings for discussions and deliberation, which were held by the respective localities. These programs not only encourage the public to solve their own problems by common consent, but also makes the police officers more accountable to the community. This is what you call a two way partnership in the true sense.

### **Comparing community policing in India with another country**

According to the crime index of mid 2023, provided by Numbeo, India ranks 81st, with 44.4 crime index. Japan, on the other hand, is ranked 137th out of 144 countries, with a 22.9 crime index. With a Population of 12.57 crore (as per 2021 data), Japan has 2 lakh 60 thousand police personnels, with a crime rate of 41.29 per 1 lakh people (as per 2023 data). Compared to this, India has 20 lakh police persons for a population of 140 crore, with a crime rate of 445.9 per 1 lakh people (as per 2021 data). This shows that the Japanese police is 0.2086% of their total population, while the Indian police is 0.1429% of its total population. This points out that unlike Japan, Indian police is less as compared to its population. The police in Japan is 74.8 per 1 lakh persons as compared to 152.80 police per 1 lakh persons in India. Even after this ratio being low towards Japan, their crime rate is significantly low. This is because, the Community policing system in Japan plays a major role in ensuring that the citizens stay

disciplined, and play their part in maintaining a safe neighborhood. Let's compare community policing in Japan with that in India.

- a) Policing in Japan consists of police boxes (Koban) or residential boxes (Chuzaiho), and those at radio patrol cars. Some community policing officers are even appointed at check posts, guard posts, and police station based patrol units. Hence, as compared to India, Japan has a more defined structure for policing, with regular patrolling by the police (which is a little uncommon in India, due to police staff shortage).
- b) For the purpose of crime control, the Japanese police system mainly focuses on prevention of crime, and deterrence against it by keeping in touch with the community residents. The adoption of the Police Box system is one such example of ensuring close relations between police and the public in Japan. The police box system includes deployment of police officers in communities, throughout the country. These police boxes form the center of community policing in Japan. This shows that, unlike India, Japan has incorporated a Nation-wide Community Policing programme, compulsory all throughout the country, which leads to compulsions on the law enforcement agency and increases positive relations among the people and the police.
- c) Just like the Indian system of Police stations and various Police Chowkis under it, Japan has the system of police boxes in urban areas and residential boxes in rural and semi rural areas. These residential boxes are managed by an officer, who resides in the office surrounding, with his/her family. This leads to not only the people getting familiar with the police, but also, help in community policing, especially in rural and semi rural areas.
- d) The Japanese community policing includes proper and door to door communication, which is very less seen in India. When an officer visits any house, or any business, he/she hands out a "Door to Door visit card", and asks it to be filled with the visited family's information. Adding to it, once in a month, the police boxes publish a one page long newsletter. This newsletter includes information centered around the crimes, accidents, happenings, preventive measures and methods, decorated with pictures and graphs(to make it more interesting for the reader). Apart from this, the police boxes also set up a police box liaison council, which includes the representatives of community residents and the council members, who meet several times a year. This meet is to discuss the problems in the community and their potential solutions.

This comparison shows various factors the Indian community policing can adopt from the Japanese way, to enhance its functioning.

## Strategies to improve trust and collaboration between the Police and the community / Recommendations

- 1) Unlike Japan, India doesn't have a Nation-wide Community Policing programme. Hence, to improve trust and collaboration between the Police and the Community, I would like to recommend a Nation-wide Community Policing scheme called as "Pradhanmantri Sahyog Suraksha Yojana" (प्रधानमंत्री सहयोग सुरक्षा योजना). This scheme will focus on cooperative security and collaboration between police and the public. The provisions under this scheme are-
  - a) Under this scheme, a central committee will be formed composed of representatives from the law enforcement bodies, civil society organizations, NGOs, relevant government agencies and community leaders/representatives. This committee will meet every 6 months to discuss the issues and grievances of the communities from different states put forth by their leaders and representatives, and will look forward to their potential solutions.
  - b) An outline will be curated and circulated on the objectives, principles and strategies of community policing, every 3 months. This will be done by a specifically appointed team, directly working under the committee head of the previously talked committee. The work of spreading awareness and discussing this outline with the community will be done by the Beat Chowki police officers, who will carry out this work with the help of the community representatives. Along with this, there shall be a discussion between the community and the Chowki Police officers every 6 months, which will include addressing the problems of the particular area and their potential solutions. This meet shall be compulsorily held, breach of which will cause fine on the police officers concerned.
  - c) Infrastructural development - As per Union Minister of state for Home Affairs Shri Nityanand Rai, there are currently 17,535 police stations operating in India<sup>16</sup>. India has a population of 140 crore, and, as compared to it, the number of police stations operating is significantly less. Along with this, according to the government submitted to Lok Sabha in March 2023, there are 628 police stations without telephones, with 63 police stations lacking vehicle facilities. Hence, this scheme will work towards helping in modernizing and upgrading existing police stations in the following ways.

---

<sup>16</sup>"63 police stations in India have no vehicle, 285 have no mobile phones: Govt", 14 March 2023 - Hindustan Times <https://www.hindustantimes.com/india-news/63-police-stations-in-india-have-no-vehicle-285-have-no-mobile-phones-govt-101678809935324.html>

- 1) Assessing the functioning of the current condition of the police stations through survey and on- field check method. It will appoint volunteers from that particular community/area to help in carrying out this on field check. The candidate must have a clean criminal record with no history of convictions, excluding any case of false allegations (however, the maximum allowable number of false allegations against that person is one). These volunteers can also be from other areas, and will be provided with certificates for their brilliant work from the central government. This will help in identifying the improvements needed for the particular station.
- 2) Even though the central scheme of ‘Modernization of Police Forces’ (MPF), with a financial outlay of ₹26,275 crore, exists, and has been extended till the year 2025-26, an RTI filed by Mr. K Govindan Nampoothiry from Kerala, showcases the under utilization of these funds by the states. Hence, as an addition to this MPF scheme, a criteria shall be set, under which, the states have to report the utilization certificates of the funds allocated and the funds utilized, every year. On the basis of this report, further fund allocation can be done. This will not only ensure proper fund utilization by the states, but also be cost-saving.
- 3) State governments will be recommended to form training programmes for the police officers on the upcoming technology and trends.

d) Under this scheme, online and offline workshops will be conducted, on the rising scope of community policing in India, with the help of NGOs and Think Tank and Research scholars. These workshops will be conducted in remote areas, especially offline ones in the rural and semi-rural areas to create awareness about the benefits of community policing (with the help of street plays and songs).

2) Utilizing Blockchain technology can help in enhancing community policing in India. Polygon (a blockchain platform) launching India’s first ever blockchain-based police complaint portal has facilitated police-public relations in India. This application is called the “First Information Report” (FIR). Through this, citizens can lodge their complaints without chances of those complaints getting manipulated. This portal is called a “police complaint on Blockchain”, and it will not cost any fee to file their grievances. Both Hindi and English languages were made available as the portal was made in collaboration with Firozabad police. Every grievance will be assessed, and then some will be turned into FIR. This revolutionary step streamlines the lengthy FIR filing process, and assures citizens that their complaints are addressed without manipulation. Currently, only Firozabad has this facility, however, adopting such facilities by every state can help in modernizing policing . Blockchain can also be used to securely store sensitive information as the decentralized nature of blockchain ensures that the data

cannot be tampered. It can also be used to tamper-proof storage of the evidence collected during investigation, which will help in ensuring transparency in the work of police. Blockchain platform can also be used to facilitate communication between the police and the public, as the citizens can provide tips, lodge any complaint or share their feedback anonymously, ensuring protection of their privacy.

3) Just like what Delhi police did with the initiative of “Eyes and Ears” (a toll free number 1090 was enabled for public to share information), every police station should provide a hotline number to the community they are safeguarding, in order to ensure any-time communication between the public and the police. This will assure the community members that their voices are being heard, and will create a positive image of police.

4) Police Recruitments and vacancies should be increased in order to reduce the burden on the existing staff. According to a report by the Ministry of Home Affairs to Rajya Sabha, dated 24th march, 2021, there are a total of 155.78 police per lakh of population in India. As per the United Nations Recommended Standard, which is 222 police per lakh persons, the existing ration in India is significantly low. There are a total 20 lakh police officers in India as per the population of 140 crore. This shows that there is a need for more police personnels in india. Due to the lack of the police staff, there is a huge burden on the existing staff, which causes psychological pressure and even makes it difficult to practice community policing. There is a problem of “less police, more public”. Because of this issue of staff shortage, regular police patrolling becomes difficult, which affects the police community relations as the community feels that the police don't care about the community and will create a negative image of police in the minds of people. This issue can be tackled by -

- a) Increasing funding to improve the lack of resources. Currently 3% of the state Budgets are spent on the resources and expenditures of the police. The funds allocated are significantly low, and are not fully utilized. Example of this is , according to the Centre for the Study Developing Societies' report on ‘Status of policing in India’<sup>17</sup>. According to this study, 12 % of police personnel reported that there is a lack of drinking water in the police stations. According to this report, 46% of the time, there is a huge lack of government vehicles, and 41% of the time, due to staff shortage, they don't reach on time. This issue is specifically more concerning for the female constables as there is lack of proper facilities including washrooms in these police stations, which might discourage women from taking up jobs in police stations. To solve this, proper funding should be provided for improving the facilities in the police stations, by increasing the share of police funding in the state budget. This should be followed by proper assessment of the existing police stations, through survey methods. If the facilities and resources are improved, more people would be motivated to join. Also, the increase in the

---

<sup>17</sup>“Status of Policing in India Report 2018” by Centre for the Study Developing Societies and Common Cause

budget allotment will help to improve infrastructure and build in more police stations, increasing the vacancies.

- b) Simplifying the application process by streamlining it, reducing paperwork, using online platforms so that it can be more accessible and user-friendly, can also help in increasing vacancies.
- c) Promoting diversity and inclusion, by implementing various policies or schemes on it, can allow diversity of candidates, like women or any minority groups to apply for the job in law enforcement.

5) Emotional Quotient training should be provided every 6 months to the police officers to maintain their mental health. Currently, apart from Maharashtra police academy, very few institutions are providing Emotional quotient or intelligence training to the police officers. This training is very essential for the mental health of police officers, as bad mental health can impact their duty, further causing problems like inappropriate or aggressive behaviors with the citizens. Hence, emotional quotient training should be provided every 6 months, in collaboration with various NGOs and Civil Societies.

6) Ai-based technology can be used to facilitate smart policing. Smart policing is a new approach, which focuses on strengthening policing's evidence base. The Andhra Pradesh police department has set up an app to track old criminals and records. Even the UP police have started with an app, the start-up 'staqu', which helps in tracking criminal records, scanning documents, and, with its "gang recognition technology", it helps the police to not only detect the suspect, but also the subordinates. Such types of initiatives should be undertaken by the other states too, as this will ensure smart policing, and will improve the trust people have in the police. Along with this, an Ai-based chatbot or virtual assistance can also be created to address the non-emergency inquiries of the people. This will help in creating a closer bond between police and public.

7) Amendments should be made in the police act 1861 in terms of accountability for police, as it does not specify any mechanism to ensure proper external accountability unlike those in the U.K., Canada, South Africa and Northern Ireland. The National Police Commission's model police bill limits it to just evaluation of the performance of the police, by prescribing as functions of the State security commission. However, in the U.K, there is an Independent police complaints commission which supervises and investigates any complaints against police officers, and can even take over the case of such a complaint. Similarly an autonomous independent committee can be formed in India, in each state, to solely look after the cases of grievances against the police officers. Also, those accountability mechanisms existing in India are time consuming, so simplifying and reducing the time for providing accountability can facilitate relief of justice in the minds of the public.

## Conclusion

To conclude, this paper has mainly focused on the various aspects of community-police relations in India. Police are regarded as the citizens in uniform, hence making them citizens with the power of protecting their fellow law-abiding citizens. The community-police relationship is very complex in India due to various reasons like colonial legacy, improper accountability and negative image of the police. However, improving this community-police relationship is essential for ensuring a safe neighborhood. When both police and the public work together with collective efforts, crimes can be prevented to a great extent. This includes creating proper community policing and community engagement. This two-way working model will ensure a good future.

## Bibliography

- (1) "Legal accountability of the Police in India", Centre for Law and Policy Research
- (2) Mattessich P., B. Monsey, 'Community building : what makes it work, a review of factors influencing successful community building', Saint Paul, M N: Amherst H. Wilder foundation, 1997
- (3) 669 cases of deaths in police custody registered in last five years: MHA" - NHRC Report, 2023
- (4) "Indian police use violence as a shortcut to justice. It's the poorest who bear the scars" by Mohit Rao, December 3, 2020 - CNN world  
<https://edition.cnn.com/2020/12/02/india/police-brutality-india-dst-intl-hnk/index.html>
- (5) "Why public views police with fear, suspicion" by Sankar Sen, December 13, 2022 - The Tribune  
<https://www.tribuneindia.com/news/comment/why-public-views-police-with-fear-suspicion-459997>
- (6) "Status of Policing in India, report 2018", Common cause and Centre for study of Developing Societies
- (7) "63 police stations in India have no vehicle, 285 have no mobile phones: Govt", 14 march 2023 - Hindustan Times  
<https://www.hindustantimes.com/india-news/63-police-stations-in-india-have-no-vehicle-285-have-no-mobile-phones-govt-101678809935324.html>
- (8) "Community policing as a tool for internal security Management – Part 1" by Saundarya Shrotriya, 2 June 2022 - ORF  
<https://www.orfonline.org/expert-speak/community-policing-as-a-tool-for-internal-security-management/>
- (9) Neeraj Vishwakarma vs The State Of Madhya Pradesh on 5 February, 2018  
<https://indiankanoon.org/doc/155336911/>
- (10) "IPC Crimes decline for 3rd year in Bengaluru, forth in Karnataka", 6 October 2021 - The Times of India



<https://m.timesofindia.com/city/bengaluru/ipc-crimes-decline-for-third-year-in-bengaluru-fourth-in-karnataka/articleshow/86799892.cms>

(11)'Importance of Police-Community Relationships and Resources for Further Reading', Community Relations Services Toolkit for Policing, US Department of Justice

(12)David E. Duffee, Brian C. Renauer, Jason D. Scott, Steven Chermak, Edmund F. McGarrell, 'COMMUNITY BUILDING MEASURES: HOW POLICE AND NEIGHBORHOOD GROUPS CAN MEASURE THEIR COLLABORATION', US Department of Justice, February 2006

(13)Dr. Arpita Mitra, Nirmal Kanti Chakrabarti, 'Building People's Trust: A Comparative Study of Police - Community

Relationship in Two Cities of Eastern India', Scholars International Journal of Law, Crime and Justice, may 2019

(14)"Defining police-public relationship in metropolitan area" by Bheeni Goyal, 6 January 2021

(15) Sampat Singh Shekhawat, 'Policing and Community Policing System in India for Controlling Crimes', Journal of Advances and Scholarly Researches in Allied Education | Multidisciplinary Academic Research, march 2019, Vol 16, Issue No 4

(16) community policing, 19 August 2021 - Drishtiias

<https://www.drishtiias.com/daily-updates/daily-news-analysis/community-policing>

(17) A. Abraham kurien, 'The concept and practice community policing in Indian context', Sardar Vallabhbhai Patel National Police Academy, Hyderabad, 1998

(18) "Deaths in Police Custody Rose Sharply Over Last Three Years, Rajya Sabha Told", 10 February 2023 - The wire

<https://m.thewire.in/article/rights/india-custodial-deaths-data-rajya-sabha-2023>

(19) "Custodial deaths", 15 February 2023 - drishti ias

[https://www.drishtiias.com/daily-updates/daily-news-analysis/custodial-death-1/print\\_manually](https://www.drishtiias.com/daily-updates/daily-news-analysis/custodial-death-1/print_manually)

(20) GOVERNMENT OF INDIA, MINISTRY OF HOME AFFAIRS, RAJYA SABHA UNSTARRED QUESTION NO. 708

(21) Community Policing in India: Evolution and Various Models, April 11, 2016 - GK Today

<https://www.gktoday.in/community-policing-in-india-evolution-and-various-models/>

(22)Ajay Kumar Yadav, 'TRANSFORMATION IN POLICE FUNCTIONING: INDIA', International Journal of Applied Business and Economic Research, 1 November 2019

(23) "Community policing : reality or myth" 12 December 2020 - blog.ipleaders

<https://blog.ipleaders.in/community-policing-reality-myth/?amp=1>

(24) Rudul Sah vs State Of Bihar And Another on 1 August, 1983

<https://indiankanoon.org/doc/810491/>

(25) Priya Vedavalli and Tvesha Sippy, 'Rethink Police Accountability in India?', Economic and Political Weekly

<https://www.epw.in/engage/article/how-can-we-rethink-police-accountability-india>

(26) The Police Act, 1861

(27) Anviti Chaturvedi, 'Police Reforms in India', June 2017

(28) Balasaheb Pawar, 'Role of Community Policing in India : Issues and Challenges'

(29) Custodial torture and reforms in Police Administration - legal service India e-journal

<https://www.legalserviceindia.com/legal/article-3120-custodial-torture-and-reforms-in-police-administration.html>

(30) Custodial torture- can we trust the police? - legal service India e-journal

<https://www.legalserviceindia.com/legal/article-4579-custodial-torture-can-you-trust-the-police-.html>

(31) Community Policing in India: Realistic or Utopian? - Jus Corpus Law Journal

<https://www.juscorpus.com/community-policing-in-india-realistic-or-utopian/#:~:text=Community%20Policing%20offers%20a%20plethora,as%20an%20effective%20crime%20deterrent>

(32) Community policing has made Bengaluru safer, and other cities can learn from it by Andrew seo, 10 September 2016 - Scroll.in

<http://scroll.in/article/815555/community-policing-has-made-bengaluru-safer-and-other-cities-can-learn-from-it>

(33) "BEST PRACTICES AT POLICE STATION IN VARIOUS STATES & UTs", Bureau of Police Research and Development

Ministry of Home Affairs, New Delhi, 2021

(34) The Mumbai Police Community Policing Initiatives for the Years 2001-2002 by Dr Pradnya Saravade - Mumbai Police

(36) Understanding Community Policing - Bureau of Justice Assistance, August 1994

(37) "Community Policing" by Divya Sharma, Symbiosis Law College, Pune, 19 December, 2014

<https://www.lawctopus.com/academike/community-policing/>

(38) Mumbai's Mohalla committees - The keepers of faith - Outlook India

<https://www.outlookindia.com/national/mumbai-mohalla-committees-the-keepers-of-faith-news-206645/amp>

(40) What is community policing? Learn three 3 components, 24 January 2022 - Rescu saves lives

<https://www.rescusesaveslives.com/blog/what-is-community-policing-learn-the-3-key-components/>

(41) "Volunteers on night patrol: How Bengalureans are helping the police monitor crime", by Harsha Raj Gatty, 14 February 2020

(42) "Neighborhood watch scheme launched in Avadi" by R. Sivaramakrishnan

(43) Community Policing Initiatives Lower Dibang Valley District - Arunachal Pradesh police

(44) What is friends of police service? - Jagranjosh

<https://www.jagranjosh.com/general-knowledge/what-is-friends-of-police-service-1594303320-1>

(45) Ummeed community policing by Delhi police - study iq

<https://www.studyiq.com/articles/ummeed-community-policing-by-the-delhi-police/>

(46) "Is it the Police Accountability mechanism in India that requires investigation?" By Aishwarya YK, 10 August 2020 - Samvidhi

<https://www.samvidhi.org/post/is-it-the-police-accountability-mechanism-in-india-that-requires-investigation>

(47) Two of five Indians are scared of police, Sikhs in Punjab fear them the most by Manisha Mondal and Rupanwita Bhattacharjee

<https://theprint.in/india/governance/two-of-five-indians-are-scared-of-police-sikhs-in-punjab-fear-them-the-most/68329/>

(48) 'Police Custody and Human Rights Violation in India' by Muskan Bhuteria, 26 January 2022 - The NUJC Society for Advancement of Criminal Justice

<https://www.nujssacj.com/post/police-custody-and-human-rights-violations-in-india#:~:text=%5B29%5D%20The%20%E2%80%9CIndian%20Penal,officials%20and%20acts%20of%20torture>

(49) Human Rights Watch: 'Bound by Brotherhood' - India's Failure to End Killings in Police Custody, 26-28 (December, 2016)

(50) 273rd Law Commission of India Report, Implementation of "United Nations Convention against Torture and other Cruel, Inhuman and Degrading Treatment or Punishment" through Legislation, 7-9 (October, 2017)

(51) **D.K Basu v. State of West Bengal** (1997) 1 SCC 416

(52) Japanese Community Police and Police Box System - Government of Japan's report

(53) Crime As Punishment: How India's Public Backs Extrajudicial Killings By The Police by Radhika Jha, 1 November 2021 - Article 14

<https://article-14.com/post/crime-as-punishment-how-india-s-public-backs-extrajudicial-killings-by-the-police-617f5cd47964d#:~:text=Due%20to%20the%20impunity%20granted,forces%20and%20police%20in%20Manipur>

(54) Polygon Powers The 1st-Ever Blockchain-Based Police Complaint Portal In India by Aayushi Abrol, 13 October 2022 - Blockchain council

<https://www.blockchain-council.org/news/polygon-powers-the-1st-ever-blockchain-based-police-complaint-portal-in-india/>

(55) AI For Smart Policing by Aditi Chauhan - legal service India e-journal

<https://legalserviceindia.com/legal/article-7477-ai-for-smart-policing.html#:~:text=The%20software%20uses%20artificial%20intelligence,well%20as%20at%20police%20checkpoints.>

(56) "How helpful is the growing AI-based policing in India?" By Poulomi Chatterjee, 22 march 2022 - Analyticsindiamag

<https://analyticsindiamag.com/how-helpful-is-the-growing-ai-based-policing-in-india/>