

## **ADMINISTERING THE CHALLENGES OF 21<sup>ST</sup> EPOCH** **TOWARDS EFFECTIVE INDIAN POLICING**

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**ABSTRACT** : The beginning of 21<sup>st</sup> era has marked the florescence of the proliferating complexities, advancement in technology, availability of faster means which has ushered new menaces as cyber and organised crime, masterminds in illegitimate activities and threats to civic life. In furtherance of awareness regarding Human rights among citizenry, change in social attitudes, movement of people, technicalities of job and soaring expectations of public from police have posed new challenges before police which it has to encounter so as to ameliorate the quotidian functions. They are expected to begird social objectives and have to be pro-active to meet expectations of citizenry. Police personages are recognised as Nation's guardian who are resolved to give an efficient, law abiding and responsive enforcement machinery to its citizenry. Police personages who are reckoned as nation's sentinel must groom themselves by adapting this aspect with effervescence. Police-public interface is the imperative key for ameliorating the quotidian operations of police in the effulgence of Good Governance. They are now advancing to serve as the yardstick of licit governing bodies. Satisfaction of citizenry and good police-community interface are reckoned as imperative to persuade the policeto render their services effectively.

**KEYWORDS** :Complete Policing, Police-Community Interface, Human Rights,ICT, Social Media, Good Governance, Media, Transparency and Accountability,Education, Political Masters, Training.

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## I. INTRODUCTION

**The new professionalism can better encapsulate and depict the ever-expanding goal of today's police forces.....**

Police is an umbrella term (Mathur, 1998). Being cat's meow; a police personage is required to work like needle-nose pliers. Police personnel basically act as the axis on which the rule of law rests and explores. They are possibly perceived as power wielders with an enforcement role. They enforce the law firmly and impartially without fear or favour, malice or vindictiveness (Adil, 2006). Police is one of the prime agencies charged with responsibility of criminal justice. Police is a key functionary dealing with providing the solace and comfort to the people by looking in their matters. It is always in a state of predicament that the help of police is sought. They are ready to help the public in terms of protection, support, intervention, resolution and prompt response. Police may be regarded as pillar of every nation which provides it a strong base by maintaining peace and order. If a nation becomes able to maintain unity and integrity even during all the tumultuous circumstances, it is just due to the devoted services rendered by the police personnel. The police functions are known to have taken birth with the advent of civilization. The Police Act 1861 has authorised police personages with the execution of lawful orders and warrants precisely, prevention and detection of crimes, prosecution of criminals, bringing justice to offenders and collecting the intelligence regarding the public peace.<sup>1</sup>Our society is undergoing fast changes in social, economic political and cultural spheres which pose a challenging role before police department. It demand the indulgence in introspection, working skills and technique, attitudinal behaviour, update police research methodology to keep up with the pace of present scenario. With the passage of time, new array of responsibilities goes on adding to the root responsibilities such as managing people in disasters, protection against white collar crimes, tourism police and protection of most vulnerable groups of society as well as managing the grievances of citizenry. There is an absolute and gradual drift in the role of police personages. **They are expected to deliver their core mission in the era of high public demand with special focus, passion and commitment.** Their role has become even more emphatic and important. They are supposed to be friendly, corruption free, responsible, tolerant of ambiguity and pressure as well as empathy for others. The personnel are supposed to be time conscious, stress tolerant, mentally fit, robust and able to provide high quality potential at all levels as well as spheres as a model of conduct and discipline. In the present era, there is need of improvement

in their rendition for discharging services and facing new challenges emerging from a wide spectrum of social and welfare laws. The rules of game are changing and police personages are required to act as complete policing. They have the responsibility and authority within existing laws to act in a variety of ways which constitute the action requiring the official intervention and their discretion which is of paramount importance (Maurya, 2006).

**The Concept of Complete Policing:** The growing complexities, availability of faster means, advancement in technology has given new dimensions to crime in terms of cyber crime, very professional murderers, masterminds in pornography, online embezzlements and intellectual property crimes. It has posed new challenges to police force to cope up with the changing scenario. They have to maintain good community relationships as it is reckoned all over the world as main bulwark of police philosophy in the democratic countries like India. Thus, the scope and objectives of police administration are mushrooming day by day due to diversifications and complexities in the world. Police forces have deployed many tools in recent decades to improve policing outcomes and their relationships with public which include partnership with the community, volunteers and problem-oriented policing applying preventive approaches and systematic methods for focussing police resources on high-priority basis (Popper, 2014). Efficacious, responsible, innovative, sensitized and satisfied personnel are need of hour who could work assiduously and meticulously for the perpetuity of their multidimensional roles in different ares in the 21<sup>st</sup> epoch encapsulating the aspect of complete policing. They have to take effective steps to greet the people's demands and aspirations. The police has to galvanise and step up their professional efficiency which could neutralise criticism and provide substantial relief to the bewildered populace (Gupta, 2016). Complete Policing is the essence of policing which is effective, lawful and humane. It is form of policing delivered by well managed and well resourced police agencies deploying technically competent officials. This kind of behaviour is contingent upon compliance with great legal and humanitarian principles set out in international human rights and humanitarian law, contingent upon compliance with the detailed provisions of those branches of law, and with national law that embodies those provisions and contingent upon the development and perpetuation of an ethos supportive of human rights and high ethical standards within police agencies. Complete policing calls for operationalizing the administration based on various democratic values such as participation,

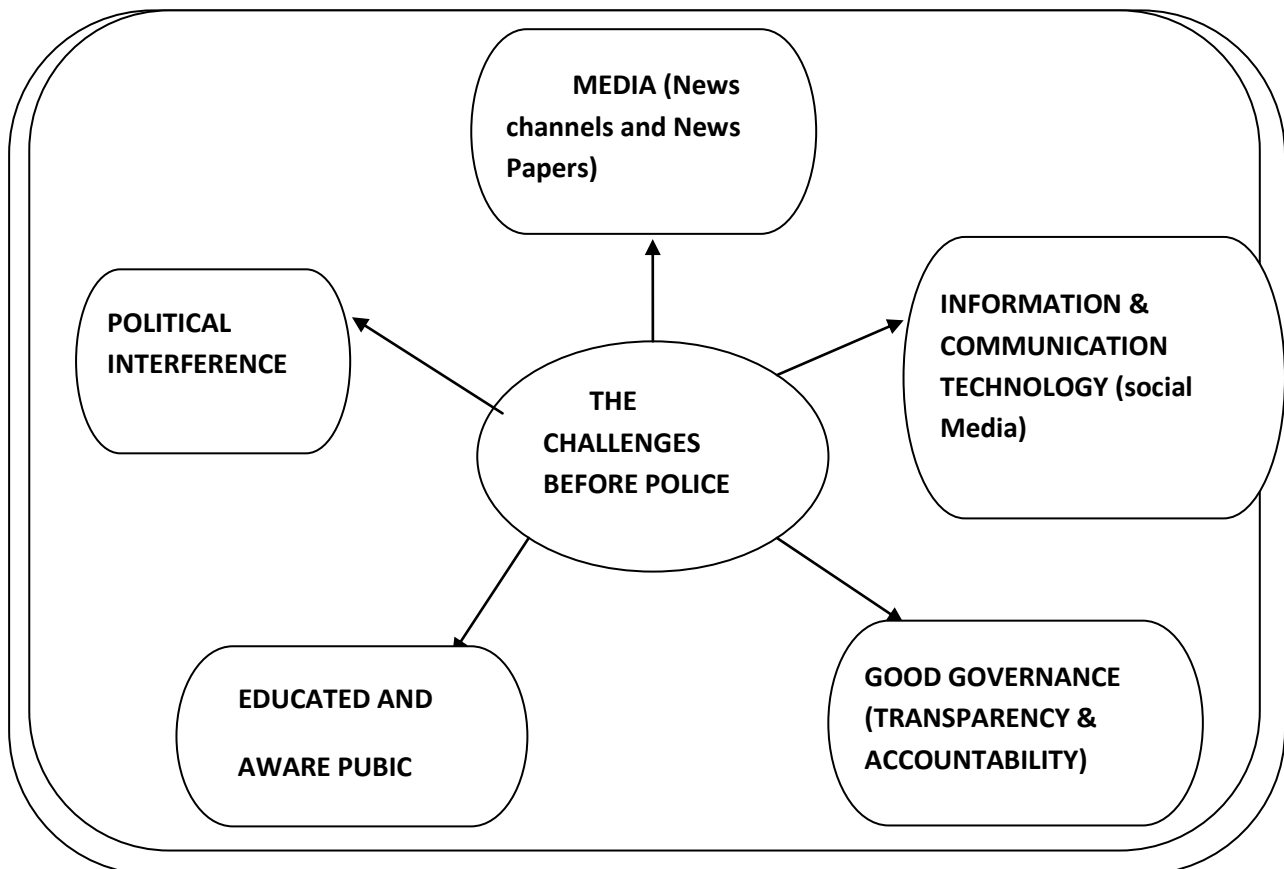
openness, team-oriented management systems, proper rendition of services and result-oriented appraisal criteria. They have to work like Peel's enduring principle that **the police are the public and the public are the police** (Davis, Elves & Skiansky, 2014). Complete policing lays the foundation of police-community interface which requires the police to work with the community to provide a better quality and secured life by concocting the mechanisms for grassroots feedback from the community.

## II. MODERN CHALLENGING CONTEXTURE FOR POLICE SERVICE

The police personages have to encounter umpteen challenges in this 21<sup>st</sup> epoch. They are parts and parcel of their service which are substantial to face and encounter by being well acquainted at regular intervals of time to render best service to people.

Table No.1

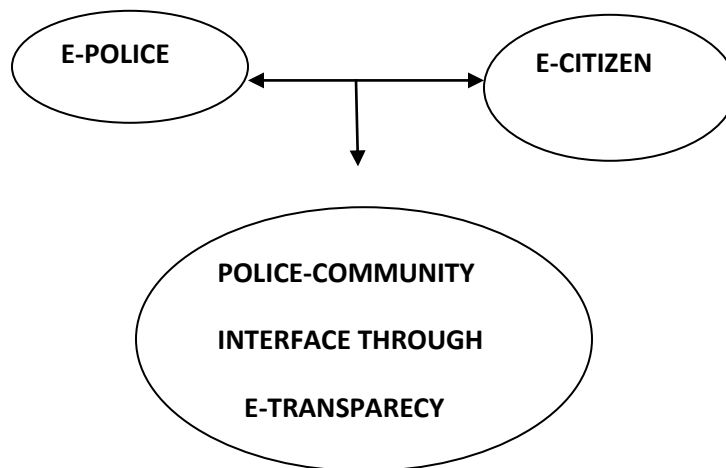
### Modern Challenging Contexture :Advancement Towards Complete Policing



**a) INFORMATION AND COMMUNICATION TECHNOLOGY (The impact of Social Media):**The Technological Revolution is transforming society in a profound way. We are living in the epoch of information society with rapidity of information transmission as its supreme trait. Globalisation ushered the advent of information technology across the nations. It has called for the continuous development, internet based commerce and technology, use of automobiles, telephones, fingerprint technology, and DNA profiling as few technological innovations. It is widespread among population and criminals. The increase mobility worldwide and new fangled technical ideas have facilitated new arrays of crime as internet-based child pornography, moral offences, exploitation, counter-terrorism and mushrooming white collar high-tech crimes call for a multi-agency approach to police protection. The work of police is more electronically based and knotty. The personages have to be on their toes to sort out the complex matters in their quotidian operational life styles. They are supposed to be well acquainted with the use of updated technological aspects to battle and conquer them. It has posed a severe gauntlet before them as they have to be in touch with all the dynamic spectrums while dealing with other routine matters. Being in the world of **“IT -ORIENTED” policing**; In order to enhance the ability of internal governance in the present system and attain good governance; the IT (Information Technology) tools have been incorporated as a significant Act in 2005 for making the administration transparent. IT initiative calls for bringing the most suitable, efficacious and real time leadership by the higher police personnel to their subordinates by keeping them handy with the gadgets and act as the capable employers. Moreover, it has the exigency for swift response from the police. Recently 16 SHOs in Chandigarh Police have been given tabs with an inbuilt software which would help them tracking the information of the vehicles by feeding their registration numbers to keep a check over the stolen vehicles and improve the quality and pace of service to public (The Times of India, 2017). This IT initiative acts as the online life long guidance and on the job training for personnel. Most of the data regarding the Human Resource in police is updated online for the information of the public as well as suitability of police department as well. On the other hand, Social media is a means of communication and conversation which have always been at the centre of policing (Manning, 1989, Miller, 2011 & Muir, 1979). It is more a way for police departments to take community policing into the networked age. Police has to tackle all the gauntlets regarding managing the cavalcades, strikes, dharnas, rallies and carry out the duties assigned binding themselves with the

law and order. Social media can develop new models of policing that are adapted to our 21<sup>st</sup> century policing. They have to work with pre-mentioned code of conduct so as to keep their image plausible before media and public because any act of violence and illegitimacy may fetch bad image in public and it takes a long while to salvage that. The actions of police sometimes generate negative media coverage. So they are required to work meticulously serving the public and at the same time hosting the media. Information on organizational structure, women and child support unit, missing and wanted persons, stolen vehicles, crime and traffic statistics, statistics of complaints and details of arms and licence holders online by police. In addition to this, police also play its part by catering to the emergency needs of citizens via Emergency Helpline numbers online. E-Governance is adoption of new technology in the police administration. E-Governance lays the foundation stone of updated version of serving the public by giving gleanings on cyber crimes i.e. any criminal act such as hacking, cyber stalking and phishing. Police have unique powers, unique responsibilities and unique relationship with public. **E-Police** is a phenomenon to help everyone feel safe and secure (Pathak & Kaur, 2014). Police personages are required to provide public with two data bases:

1. Providing information to public on the specialised police personages to provide a track of personages working their respective fields.
2. Providing a precise track of all criminals and criminal activities if big or small so as public could easily sought information when required. The concept of E-police work in the challenging environment using police-community Interface.



Many senior officers use the online avenues for police-community interface. They act as “open door” to listen to the problems of public and give quick remedy to the gauntlet posed for the department. Chandigarh SP Traffic, Shashank Anand uses his Twitter handle very efficiently to respond to the queries of public and act as a source of inspiration to other police personnel as well. This enables the department create a sense of compliance among the concerned stakeholders (TNS, 2017).

**b) GOOD GOVERNANCE (TRANSPARENCY AND ACCOUNTABILITY):**

Changing socio-economic scenario milieu, increased awareness among public about their rights, the need to have a fully accountable and responsive administration and growing public opinion which views efforts at secrecy as enhancing the chances of abuse of authority by the Government functionaries have led to demand for a greater transparency in their functioning (Jain, 2012). In the empowerment milieu of contemporary society, police must work collaboratively with the members of many hierarchical levels and stakeholder centres especially to meet the change. By striving in proactively to stakeholder's services and satisfaction, the root obligations of crime prevention and control are easily and diligently pursued. The information which is in goodness of public must be shared as public is very curious now to have a deep insight of services rendered by this machinery and police has to be answerable and accountable to them for everything that come under their purview. In order to meet this gauntlet and to gratify public many concepts as: **Right to Information and Citizen's Charter** help public to sought information on many matters from police. Police in a democratic polity is an instrumentality of Rule of Law and they are supposed to provide pronto results while dealing with disorder in society. **Right To Information Act, 2005** is regarded as backbone of new information regime and the preamble to RTI, 2005 supports that democracy requires a well informed citizenry and transparency of gleanings which are vital to functioning and Section 24 of this Act provides that information pertaining to the allegations of corruption and human rights violations can be sought out (Singh, 2007). The police are custodian of privileged, confidential and unpublished office police records. But under Section 8 of RTI Act, 2005 any person can demand copy of a public document from State authorities, except the documents mentioned in the exempted category of documents (Singh, 2007). Police can prevent the identity of source of information as well as deny to give information which put a halt to progress in investigation. Unauthorized and wrong communication of information by a public servant is punishable under the Official Secrets Act,

1923.<sup>3</sup>It is against arbitrary decision making, the prospects of public gaze and transparency force the authorities to make fair decisions with relevance and fair in appearance. **Citizen Charter and Grievance Redressal Bill 2011** aims to improve quality of public services by dealing in a hassle free, efficient and people friendly manner (Venkataramanan, 2017). Citizen Charter acts as a technique to create awareness about services rendered by police to various beneficiaries (Vohra, 2017). Basically, it is a document defining the duties, commitments, obligations of public authority to work efficiently in time with acceptable levels of standards and information of officers. This is a big challenge because it is mandatory to provide information available to public within a specific period of time and it has to be appropriate. Moreover, Police personages are bound to be responsible for the steps taken by them to maintain peace in the environment. Community policing also act as a backbone to the system of maintain law and order in the present era. It is rightly said in this context that: **To handle yourself (police) use the mind and to handle others (public) use your heart** (Kataria, 2007).

c) **EDUCATED AND AWARE PUBLIC:** Earlier things were left for the police to delve into and sort out without meddling with the situation itself. It was with the only efforts of the personnel. Social change is impossible without educated populace engrossing and performing well along with police personnel in the affairs of the society to compete, withstand and ensure persistence in 21<sup>st</sup> epoch. Globalisation again has ushered the aspects of self confidence, higher knowledge and awareness among public due to education widespread entrepreneurship and exposure to global communication system and trade. **Moreover, the growing awareness among the people due to the spread of education, the impact of intertwining different societies and consciousness among people regarding their safeguards have forced the police agency to work precisely.** People have become aware of their rights and the services which police personnel are liable to offer them. They are more active into the matters and evils of society as well as ready to coordinate with personnel for the cause. **Now the need of the hour is smart work in the place of hard work. Police is held responsible to look after the feelings of local people and maintain good community relations.** It is of paramount importance these days to deal with all the citizens at par. The personnel are supposed to be swift, honest and ready to actively join the public to meet out their grievances. The personnel are now expected to encompass social objectives in which the people's expectation from their police and the citizen's



opinion of police performance is an important condiment for the smooth functioning of society. it is suppose to be proactive in delivering its services, decision making, utilization of local resources, increase interface with public as wel as accountability to the services rendered. A new set of roles and rules are emerging which are concrete not abstract as per the specific situation (Saksena, 2004). Police have to play a vital role as custodian of human rights. The **Universal Declaration of Human Rights (1948)** which enshrined 30 Articles for weal of human beings. The knowledge of international Conventions and Agreements, Fundamental Rights and Laws related to protection and security of all segments of society. Human rights are incorporated into laws, the police is expected to be their guardians.<sup>2</sup> The relationship between human rights and policing is characterised by three concepts: protection, respect and entitlement. The recognition of such culture where most of the people know about their rights and have tools for their advocacy is one of the most pressing task presently faced by police personages. Most of them are fundamental rights of equal access to education, work, wages, minority groups and disables. They have to treat citizens with decency and uphold their civic rights in the process while upholding the law. Public has to be treated at par to maintain their dignity. Police have to maintain a balance between individual and collective rights. There is the exigency of incorporating the Human rights into law and policing to be the real saviour of public.

**d) POLITICAL INTERFERENCE:** The biggest gauntlet of this century is the deep rooted involvement of political machinery in the governance of police administration. Political machinery intervene in the various spectrums of police functioning (Thomas, 2012). It is also recognised most important factor militating against the efficient policing of the country in the work of law enforcement by mostly politicians and others with links to government appointees (Daily Guide Ghana, 2015). Police machinery has to encounter many issues as transfers, suspensions, pressure, repercussions of interference, issue of illegitimate and irregular orders by Governments. Political virus is degrading police system in many adverse manners. Corruption has entered the roots of our society. Police personnel are under the pressure of ministers who want them to work in the manner they want and on the other hand th epolice agency is bound to give moral support and security to the public. Those who are yes men to the ruling political parties may survive else annihilate by them. When a political party comes in active work it appoints its own favourable officials who could render their services to them rather serving the public. This is a biggest challenge because the aware and educated people ant reason and

response from police in their favour where as those leading the nation want the police personages serve them. They get the benediction of patronage system. The honest and loyal officers fall prey of them and have to face many complexities in their personal as well professional lives. Constitution has marked police machinery to serve the public as their guardian rather serving the political masters. They are suppose to work very carefully by synchronizing the desires of people and politicians.

e) **MEDIA (NEWS CHANNELS AND NEWS PAPERS):**Media has a tremendous amount of power. It does not only determine what is newsworthy, they also determine the context in which the news is presented to public. It acts as a source of public advocacy, opinion formation and change as well as mobilization of public. An event which occurs at one part of society is widespread via print or electronic media spontaneously. Freedom of media is a principle that is embedded in both history and the constitution. But many a times , these Channels and papers are involved in spinning money from various avenues and misguided the public by worthless and wrong gleanings. Media has a remote reach in public and it has the responsibility to be true to its incipience. Police personnel must take harsh step to penalize the respetive sources and take substantial initiative to arm against the media for misappropriation of facts and coverage of stories and information to create havoc among people and anihilate the national peace. Media is required to act positively to present the positive police image among public so that they could have faith on police. Media has the power to create, mould and present any information the way they want. Its is their responsibility to depict the good, positive and right information so that public must appreciate and act in synchronisation with the police. Media also act as a watch dog and a keeper so that police personnel could delive thei best output to serve the public and nation as a whole. Police personnel practice virtue so as to form good media and public image as they are one of the imperative pillar of democracy beside legistaltive, executive, judiciary and media.

### **III. TRAVESITIES IN RENDITION TO ATTAIN GOOD GOVERNANCE:**

Therefore, police connotes an organized body of officials whose particluar duties are not confirmed only to the maintanence, investigation, detectionand prevention of crime but also the various other functions in the contemporary modern society. with the mushrooming complexities

in the societies the duties, responsibilities and functions of police are also increasing so as to serve the changing desires of public. The capability to work effectively to win over these gauntlets has added a new feather for cap in the police operations. But there are certain facts which hinder their effectual functioning i.e. police personages neglect their obligations and they lack in updated method to meet complicated crime situations. The interference of political masters acts as a stigma and the personages have to act as puppets for them as well as the higher authorities. The ever expanding social media cult, sentient public regarding their rights and duties expect from police personnel. As the effective and complete policing calls for operationalizing the administration based upon various democratic values, like participation, openness and proper output, team oriented management system and oriented appraisal criteria. Although many initiatives have been taken but there is still a gulf between public and police which is the ramification of past experiences, present scenarios and lack of initiatives on the part of public as well as department. It becomes difficult to deal with all aspects of maintaining peace and investigating and pausing crime along with that meeting people in day to day activities and disclosing the gleaning to them. This transparency sometimes proves harmful for the public as well. Yester years have witnessed the decline in moral and ethical value of service. They have neglected the spirit of service agenda far behind. Some personages deliver their services for making money only. These challenges have posed more responsibilities of police personnel to act effectively and enthusiastically to balance the expectations and services to the society.

#### **IV. MEASURES TO ENHANCE THE EFFECENCY OF PERSONNEL TO COMBAT THE CHALLENGES IN THE CONTEMPORARY EPOCH :**

Although the police may be regarded as the pillar of every nation which provides it a strong base by maintaining peace and order. But the complexities in the work patterns, tough psychology of public, ever proliferating white collar crimes, terrorism, political pressure and lack of efficiency and lack of ethical culture demands certain well knitted strategical measures to enhance the echelons of services rendered by police personnel in the modern challenging contexture for effective policing. Gore Committee (1971) underlined the need and significance of meaningful relationship between the police and the people to ensure the effective policing.<sup>4</sup> The measures could be categorised into three parts:

- a) Measures on the part of Public

- b) Measures on the part of Police Personnel
- c) Measures on the part of Police Department

These measures are essentials to be followed thoroughly and precisely by revamping them at different intervals of time. As with the passage of time, the demand of the situations changes and police personnel have to be updated to the mark to render effective services.

**a) Measures on the part of public:** As the member of the community, people must help identify problems and search for solutions as share decision making with public and an integration of law enforcement with other service providers is the key for better and peaceful society (Chappell & Kaduce, 2004). People must also work as active agent of the nation who have to share their responsibility in order to enjoy their rights properly. **In the words of Chandigarh SSP Nilambari Vijay Jagadale, police-public interaction is essential to promote effective policing, promote transparency and good governance. She calls the interface as the foundation to curb crime against all vulnerable sections of society and consider it as her priorities of being a police officer** (Sharma, 2017).

**b) Measures on the part of police personnel:** A pioneer and Political Scientist F W Riggs in his Prismatic- Sala model emphasized on endo-genic change rather exo-genic i.e. the change should be first in the knowledge, leading to attitudinal change which further lead to change in individual behaviour and ultimately changing the whole society (Bhagwan, 2007). Another IPS kishan Kumar (Ex- DGP Goa) emphasized on hardwork, dedication and professionalisation on the part of police personnel in rendering better services to people (TNN, 2012). The personnel are supposed to act SMART i.e being Sincere, Moral, Accountable, Responsible and Transparent. They must be ready to get themselves updated with the technological changes in the system so that they could respond to public needs quickly.

- Instead of spending so much time dealing with citizens's requests and preventive patrolling, officers must mobilize by attending community group meetings and working with them as well as cooperating with other concerned organization to focus proactively and creatively on problems (Mastrofski and Willis, 2010).
- There must be more emphasis on experimentation on methods of involving citizens in the crime problem solutions. Many such initiatives have been taken by various States such as Kerala through "JAN MAITHARI SURAKSHA PROJECT", Rajasthan through "JOINT

PATROLLING COMMITTEES”, West Bengal through “THE COMMUNITY POLICING PROJECT” and Assam through “MERA PAIBI” especially with the involvement of women in the community (Chaturvedi, 2017).

- Personnel must work in coordination, cooperation, as a team to sort out the imperative matters and be active in terms of their responsibility.

c) **Measures on the part of Police Department:** It is the paramount responsibility of Police Department to make personnel more visionary, swift decision makers, leaders through proper supervision from higher officials and effective training techniques by trainers at Institutions. Eck and Spelman’s SARA Model<sup>5</sup> has proved so beneficial in the timely rejuvenation of the employees by the Police department (Eck and Spelman, 1987). In addition to this Model Police Act (2006)<sup>6</sup> which emphasized on functional autonomy, encourage professionalism, accountability and improved service conditions which is entirely the responsibility of the police department (Saini, 2006). Police department has the biggest responsibility to prepare the personnel as per the needs of the dynamic circumstances. They are required to make some institutional settings such as:

- **Proper provision of regular training programmes:** The training programmes must be held constantly for polishing the knowledge and skills of their employees. The training institutions must be earmarked with special training courses which are required to be **highly specialized focussing on the key areas of attention** and with special consideration to the minor segments of the society i.e. the children, women and the down trodden. The training programmes must be planned for precise duration so that this could help in stress management. There must be focus strategic management to gratify the focal gauntlets encounter by the higher officials as well because they are the lanterns to usher the right boulevard for the subordinates.

- **Provision of regular workshops and camps:** Besides the various induction and refresher courses, it is sine quo non to hold the regular camps and workshop on some special matters of public importance such as **Awareness among personnel regarding Human Rights and Sexual Harassment at Workplace**. It helps them to keep their knowledge on current matters. Some guest faculties must be invited and **e-training** should be made compulsory which could help the personnel to work using the notified techniques. E-learning is essential as in this IT Revolution most of the work is done online and electronically. The knowledge is substantial for their magnificent working to gratify the public. It also shares their work load and they feel stress free.

- **Awareness among personnel regarding Health and Meditation:** Police personnel are more exposed to various health related anihilation due to stress and workload. They must be informed about healthy food, health suppliments, need of exercise, yoga and meditation to enhance their work concentration. A healthy mind and body helps in better services and happy enviroment. This also reduces frustration, proper coordination and improved interpersonal relationships among the personnel.
- **Revision of various institutional programmes:** The training institutions with well equipped with the study materials, revision of syllabus, upating the techniques of imparting knowledge, motivating the trainers and updating their own skillsso that they could learn the new art of persuading the personnel. The institutions must make and revamp the proper training policies to conduct the programmes smoothly benefitting the public, the personnel and the society as a whole. There should be well scheduled modules of learning patterns for all the echelons of police as if all the ranks groom well in time in synchronization with each other then it proves to be effective indeed. So an integrated policy is must for the balanced growth of the whole police department to cope up with the development and change in the desired direction.
- Apart from this, there must be a provision of **on the job training** to enable the personnel learn diverse skills while performing their duties as new challenges demand different approaches and response towards them. This would improve the communication skills and interpersonal relationships among personnel.
- There should be strict adherence to qualitative recruitment of police personnel and effective **compliance enforcement system to make them effervescent, zealous and efficient.** Public-police interface encompasses important tools of police governance such as provision of qualitative policing through public involvement, maintaining transparency, accountability, equal treatment of citizens and trust based relationship with them. Community policing calls for meaningful organizational change and restructuring. The involvement of community goes beyond public relationships and focus on creating unison among the police, the citizens and other active service providers.

## V. CONCLUSION:

In the nutshell, police is popularly perceived as power wielder with the enforcement law. In order to develop police organisation to effectively recognise, relate and assimilate the global shift

in technology, culture, workplace values, Government arrangements, policing philosophies and ethical standards; regular training and cognizance techniques must be introduced in the service to keep them update and aware of dynamic aspects of society. They should work industriously and continuously to improve their image before public. Public must show faith in their working and coordinate with them so that they could be able to render their services absolutely. They are the capstone to national security and are suppose to become the part of new regime. They have to be clear that they have to serve the nation by battling the gauntlets by reaching an acceptable balance between individual and the society. They are required to boost up to take initiatives, injected with public centric spirit and pave path working positively to salvage their image over corrupt and barbarian practices. They are suppose to change their mentality and come forward to help people discover their actualities in the sphere of governance where as people who hesitate to involve in matters in coordination with police and lack enthusiasm are to be aware to change their prejudice mindset regarding the image of police. All citizens including police personnel must feel responsible to support the efforts for checking corruption and violation of human rights to ensure fair play to all. The guardians must be crystal clear that they are to serve citizenry by sharing their experiences and advancing g their cooperation while battling the challenges. Police personnel are supposed to become the part of new public order absolutely. It is an extremely elusive objective unless and until public and police work meticulously to be pellucid in terms of Good governance. **So, there is a strong need to inject effctive training techniques and trigger for a wider debate on enhancing the quality of policing in the economy if we have to flush the syatem of all evils** (The Hindu, 2012).

#### **NOTES:**

1. The Police Act 1861, describes the role and responsibilities of police personnel underlying their significance in fighting, maintaining and securing the public and society.
2. From 1982, Canada has had its Charter of Rights and Freedoms embedded in its constitution. It confers on everyone freedom of conscience and religion, thought, belief, opinion and expression and the freedom of peaceful assembly and association. It also forbids discrimination on the grounds of race, national or ethnic origin, colour, religion, sex, age or mental or physical disability. These provisions have led to an expansion of government programs to ensure equality, even to the point of creating slopes in the curbs of sidewalks, and ramps at the

side of steps to allow wheelchair access to streets and buildings. Since 1982, judicial interpretation has made it mandatory for the police to respect in minute detail the Charter provisions concerning the legal rights of individuals. Since these are largely exercised by accused persons, it has led to some limitations on the discretion of the police and to changes in police practices. In some cases, it has also increased the costs of investigations. For example, the requirement to disclose evidence to the accused before trial means that police spend millions of dollars in photocopying transcripts of wiretaps and reproducing videotapes, photographs and other evidence to provide to the defence.

3. Para 23,.31 of Punjab Police Rules, 1934-  
Surveillance records confidential

-All records connected with police surveillance are confidential: nothing contained in them may be communicated to any person nor may inspection be allowed or copies given, save as provided in Police Rules. The rights of district and illaqa Magistrates to examine such records are governed by rukes 1.15 and 1.21, and the rules regarding their production in court are contained in Chapter XXVII.

4. Gore Committee (1971) strongly recommended a change in the attitudes of the police as well as need to take essential steps to reorient the attitudes of people towards the police. Better training, prompt attention and close supervision would help police moving away from malpractices and lead to greater public confidence in the methods of police. There is also need of sense of commitment to the welfare of weaker sections of society. available at <http://www.bprd.nic.in/content/2509/-/Home.aspx> and <http://www.judicialreforms.in/forums/showthread.php/tid-903>.

5. Model Police Act (2006) recommended the professional police service which is effective, responsive and accountable governed by principles of impartiality and human rights norms. Police has to be service oriented and people friendly.

6. Eck and Spelman's SARA model stands for S- Scanning that is identifying the challenges from perspectives of community, A- Analysis of the information by gatering with the involvement of public, R- Response means putting the knowledge to practice by implementing the solution and A- Assessment that is evaluation of feedback of solution.



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