

JANAMAITHRI - A JOURNAL OF DEMOCRATIC POLICING



TABLE OF CONTENTS Volume 6, January 2015

From the Editor's Desk

I. Essays

- Community Policing in Anti Human Trafficking.
B. Bhamathii IAS (Rtd) 06
- A Study on the Accessibility of Women to Criminal
Justice System with Special Reference to Ernakulam
Rural District. 23
*By Rajagiri College of Social Sciences, Kochi,
Kerala*
- A Study on Accessibility of Women to Police
Offices 48
*By School of Behavioural Sciences, Kannur
University, Kerala*
- Accessibility of Women to the Police Offices and
how to improve the sensitivity of Police personnel
towards Women and Children 137
*By St. Joseph College, Moolamattom, Idukki Dist.
Kerala*

II. Documents on Policing

- Kerala Police Plan Statement for Implementing and
Internalising the Community Policing Strategy 146

From the Editor's Desk

COMMUNITY POLICING IN ANTI HUMAN TRAFFICKING

B. Bhamathi IAS (Retd)

Community policing is defined as a philosophy that promotes a partnership-based, collaborative effort between the police and the community to more effectively and efficiently identify, prevent and solve problems of crime, the fear of crime, issues of physical and social disorder, safety and security, neighbourhood decay and community wellness in order to improve the quality of life for everyone. It means police friendly people and people friendly police.

Community policing is an alternative policing strategy that police would generically apply to deter and prevent any form of crime ranging from internal security, terrorism to petty thefts. Over the years, law enforcement organizations have sought to address the causes and reduce the fear of crime in communities through the creation of effective partnerships with the community and other public and private-sector resources by the application of problem-solving strategies or tactics, involving transformation of agency organization and culture.

Community Policing here is an action by law enforcement agencies resulting from increasing community stakes, irrespective of caste, class religion, gender to help in prevention of crime and for effective deterrence. Hence, key to the understanding of CP are the three Ps viz. prevention, partnership and problem solving. While the mission and vision of CP is to ensure improved quality of life for people by reducing fear and increasing respect and trust among people and at the same time creating fear among law breakers.

Ms. Bhamathi is currently serving as Administrative Member of Central Administrative Tribunal, Mumbai Bench, Mumbai. She belonged to the 1979 batch of the IAS of Bihar Cadre. She has been widely consulted by Government, NGOs, UN and multilateral bodies, nationally and internationally.

It is vital to be clear about what constitutes community in the 'Community Policing'. Community is not a homogenous concept and will depend on the many ways of reaching, accessing communities, both directly and indirectly. They can be broadly classified as follows-:

Individuals i.e. Public spirited citizens, or in other words individuals having access to and impact on communities. Their powerful voices are heard in communities and their outreach helps in advocacy with communities. Brand ambassadors, opinion makers are in this category. Nobel Prize winners occupying global platforms like Shri. Kailash Satyarthi and Ms.Malala are some examples. In the case of human trafficking,best impact can be achieved through the voices of trafficked survivors, themselves. Trafficked survivors are those who were once victims of human trafficking and who have resisted, struggled and come out from the hell, either voluntarily or have been rescued and are empowered. They can most powerfully explain to communities how they have been taken into the situation of exploitation, what they experienced and what motivated them to come out and how they escaped or were rescued and how the crime can be prevented by community involvement and by individuals. However, involving them cannot but be by informed consent, since stigma operates within communities against such persons. But the experience has been that when they speak for themselves and are not spoken on their behalf, they generate empathy, which could potentially change the stigmatic mind sets of communities and the communities are able to engage themselves in prevention resulting from changing mind sets,which offers the only lasting and sustainable solution to the problem of HTi.e. by ending demand and supply. Given the nature of the potential impact of their voices, the trafficked survivors can be a vital instrument for both prevention of HT, restoration and reintegration i.e. in both pre exploitation and post exploitation phase. But their primary role in prevention by alerting communities to the modus operandi and dangers of HT cannot be adequately emphasised.

Structured organisations, such as, NGOs, faith-based organisations, educational institutions etc. This also is an indirect and reliable medium for the police to reach out to communities through them, although they are not communities themselves. These organisations work on their self-selected mandates, mostly with communities, based on their expertise, proximity and knowledge of communities. Through awareness-building efforts they are helpful in prevention of the crime, both on a long term and short term basis. Long term because over a period of time of working with the communities, the communities are made to assume roles of watch dogs and becomeself-regulatory in nature. Short term because even in spite of such awareness, HT takes place, but NGOs are quick to assist communities, link them up with the police/register cases,link up with other communities based on information of the movements that have taken place and possibly retrieve/restore the abducted or kidnapped person within a short time, before exploitation takes place. This helps in prevention of the crime. Further, given their area of expertise, the police can rely upon these organisations in the post exploitation phase for conducting rescues, providing shelter, rallyingpsycho social support and counselling assistance, bringing witnesses to court, conducting mock trials to familiarize the victims to court situations and thereby provide varied and invaluable assistance to the police in advancing the possibilities of successful prosecution. Hence, the role of NGOs in the post exploitation phase is vital, although they can be of great help in prevention. Panchayati Raj Institutions, (PRIs) which are community-based institutions of local governance holding proximity to communities, can also be part of this category that has great potential to fight the crime, but is yet to be engaged to optimal levels.

Loosely structured community based groups/ organisations (CBOs): These are the civil society groups directly rooted in community and neighbourhoods. They get organised either on voluntary basis or can be organised by the police. Some of the illustrative, if not exhaustive documented models of such community-based policing groups in the past are:-

Prahari , Assam
Village defence societies, MP
Nagar Suraksha Samitis, MP
Dost and Eyes and Ears scheme, Delhi Police
Maithri, AP
Sambhav of Munger, Bihar
Meira Paibi, (torch bearer) Assam
Pratidhi, Delhi Police
Rape Crisis Intervention Centres (Delhi Police)
Mahila Dakshata Samiti (MA)
Gaon Buran, Assam
Friends of Police (FOP) TN
Student police cadet, Kerala
Jan Maithri Suraksha
AHTU clubs
Self Help Groups of men, women and adolescents

Many are functional and many have become dysfunctional. They worked well in crisis and lost momentum with the exit of the officer, who showed enterprise. This raises important questions of what makes community policing models sustainable in the long run. Does it remain a project of the police or is community ownership built into the project to become self-run? What are the exit policies of the police? We will come to these issues later. But there is no doubt that some of the above models could be replicated by the Government of India in all States with modifications and without killing the spirit of state innovation. Anti human trafficking clubs is being started in a big way in Kerala in colleges and in other states

through educational institutions to involve youth in fighting the problem and the model needs to be studied and implemented across states.

The next question that then arises is what constitutes 'policing' in the term Community Policing. Policing roles are shared between the police and the community, based on the principle of partnership and mutuality, than unilateralism. Policing here is an organisational strategy, based on philosophy of community engagement, outreach and partnership based on the belief that combating the problem of human trafficking is well beyond the individual competence of either government or non-governmental sector, which includes all the three categories of "communities" described earlier.

Hence in forging the partnerships based on shared vision and mission in community policing, the police have a menu of options to work with communities. They are the best judge as to which of these three categories can be invoked or opted for rallying in their roles in fighting HT. In this connection, the communities, which are end-users of the CP cannot be assumed to be homogenous or self-contained. In this connection, it is important for the police to study/appreciate/observe the various stages of community or neighbourhood capacities or development, before engaging or preparing them for any initiatives on community based action either as instruments of action and or as end users of community based policing actions. The very nature of the HT problematique is that the community could be part of the problem, but the same community has to become part of the solution through CP. That is the challenge.

There are broadly three stages of community development. They are

STAGE 1 DEPENDENCE- Communities rely on the police to solve problems.

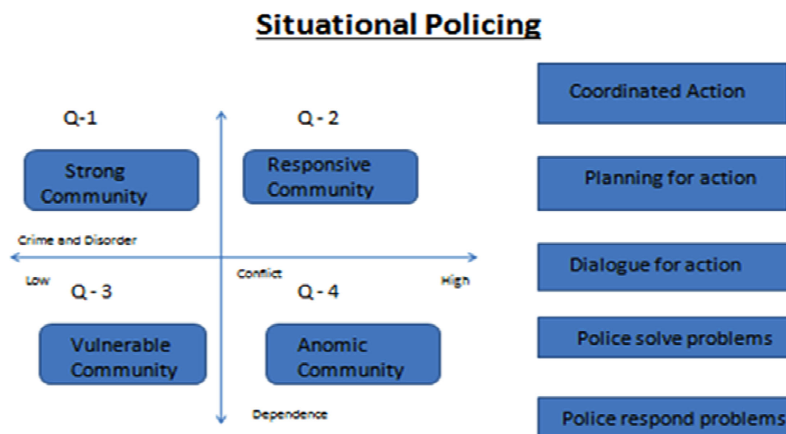
STAGE 2 CONFLICT- Communities are in conflict with the police.

STAGE 3 INTERDEPENDENCE- Mutual reinforcement between Police and community.

In stage one there is high dependence on the police to solve the problems of crime and disorder because they consider the police competent and trustworthy. In stage 2, community distrusts the police. In stage 3 the trust is mutual.

A close understanding of the community on various parameters, such as, how cohesive or divisive they are, their level of awareness, nature of leadership, gender discrimination and inequalities, poverty and livelihood options etc. is necessary before communities are involved in action for successful outcomes. This will give the police the optimum point of entry to work in a mutually reinforcing way rather than in conflicting ways. CP approaches and strategies have to be fine-tuned, being situation-based and context-specific, which recognises that not all communities are homogenous and one size does not fit all. The level of cohesion in the community is the prime predictor of successful CP strategies. Hence, the principles of situational policing models form an intrinsic part of community policing.

When the principles of situational policing are applied to CP, depending upon the stages of community development, we have four possibilities, as shown below-



A strong community (quadrant 1) is an empowered community with high degree of cohesion, where the collective efficacy is highest. They can work independently and in unison with the police, when required. The community is vigilant and self regulated and the response time, in case of need, is the least. At the same time, they can share policing roles by being tasked with some 'unsworn duties' similar to the community policing model in Friends of Police FOP) started in Tamilnadu, where such tasking worked very well for some time. The community policing model of Meira Paibi (Torch bearers) of Assam would also belong to this quadrant. The women went round with their torches around the basti and guarded entry and exit points. The police provided only outer perimeter security. This helped control drug abuse among youth and drug trafficking. In the context of human trafficking, they can assist the police in prevention, deterrence ie in both pre exploitation and post exploitation phase.

In responsive communities,(quadrant 2) the communities are capable and have the potential to deal with crimes being committed, but need capacity-building, and require linking up and with other resources, such as, welfare departments, schools systematic to deal with the problems of the communities. Cohesion in the community has to be built up to raise the collective efficacy.

In vulnerable communities(quadrant3), there is a low level of motivation and awareness of problems in the communities. Dependence on the police is very high. In such communities, the prevalence of problems requiring community policing would be very high as they are weakly organised. The community may be marked by social and economic stratification based on caste, gender etc. Some villagers know the problems but are stymied and intimidated on the strength of strong power equations based on caste class and gender disparities. Hence, it would take longer to build up community response and resilience and therefore NGO assistance could be sought to handhold with the community before the police and community partnership can begin to work and yield results.

The most daunting task of CP pertains to quadrant 4. The community is completely disempowered, but are also in conflict with the law enforcement agencies. In the context of human trafficking, the Bedia community in Rajasthan is one example, as this is a case of community-based and community driven prostitution of young girls with the willing consent of guardians. The other examples are Nat utrai in Rajasthan, Meos of Mewar, Mathamma system in TN, Devadasis of Karnataka etc.. All of these are forms of family/ community-based and community sanctioned prostitution, both a cause and consequence of human trafficking for commercial sexual exploitation. There is complete insider involvement of community. Brothers and fathers are procurors and all live off the earnings of the sexually exploited unmarried girls, some of whom are kidnapped and abducted even as infants from outside and are nurtured as their own and then socialised to become sex slaves. The internalisation of the exploited is far too deep to be recognised as exploitation and then be brought out from exploitation and stranglehold of exploiters within the community. The challenge is that one cannot be rehabilitated at the expense of the other or without involving the other. The gate keepers and so called village elders are key to getting rid of the problem. This is no simple case of law enforcement, although some states have specific legislations to deal with the crime of community-based prostitution, often resulting from human trafficking for commercial sexual exploitation apart from national legislation to deal with the problems of human trafficking. Hence any direct entry into the community is practically impossible for the police, because the community itself is knowingly part of the problem and would carry out organised opposition to police entry, along with traffickers. The police would necessarily have to work through NGOs to work with such anomic communities, as direct partnerships between police and community will take a long time, which to come or may or not happen.

Community Policing and Social Legislations

Social legislations have the proverbial preventive and deterrent focus. The focus is reformatory in nature i.e. deterrence to commission of social crimes by correcting social attitudes and

behaviours, which are not in consonance with human rights and gender justice, as in the case of human trafficking. Community Policing is therefore a vital strategy across entire spectrum of crimes, especially social crimes viz sati, dowry, early marriage, honour killings, foeticide, infanticide, domestic violence etc. But among the social crimes, CP is far more relevant to anti HT. In fact, the ITPA is placed on a different footing from other social legislations by incorporating unique provisions of law not there in most social legislations regarding mandatory involvement of NGO in implementing ITPA. ITPA provides that an NGO shall be a member of the advisory committee in the law enforcement set ups. Although, the need for involvement of NGOs has always been stark clear to founding parents of this law, this provision of law has remained unimplemented for various reasons, which I am not going into at this juncture, barring the mention that this is only now beginning to be observed in implementation. The involvement has been due to judicial activism and some NGO action. Recent years have witnessed the keen involvement of the Ministry of Home Affairs, Government of India in taking the lead by setting up and equipping the anti human trafficking units in the districts with 100% financial support. As part of the efforts to fight human trafficking, the MHA with support from BPR&D between 2008-2012 has made a significant impact through training and sensitisation of the police in joint fora and platforms where police, civil departments, such as women and child, social justice, labour, NGOs etc alike are participants. These were not standalone police training programmes. This has made the police and other allies in fighting the crime, see each other as friends in fighting the crime and not strange bed fellows working at cross purposes. This relationship-building comes in handy while implementing the law in letter and spirit and on the principles of a rights-based approach.

It may be argued that the provision to involve NGOs in police action may only be a tokenistic inclusion, given the magnitude and dimension of the social crime of HT. But this provision must be understood in spirit and not mere letter. It holds the kernel of larger involvement of community, NGOs and society and leaderships of all hues, at large. The need for involvement of NGO is underpinning the law and mandated by law. With these joint training, the potential for

partnership-based action in combatting is continuously being unfolded as successful joint actions of police and NGOs, has led to more such salutary partnership based on joint actions to emerge. The trainings have led the police to trust and rely on NGOs of proven ability, even if done on selective basis. When the AHTUs were set up by MHA, the states were told by way of advisories to involve NGO and civil society partners committed to the cause of anti HT of proven ability and experience to be part of the AHTUS, taking cue from the very provisions of law. This may be taking time to implement, because of some justified and some equally unjustified reservations among the police.

Features of HT the relevance of CP.

CP acquires greater significance in the context of anti HT, because traffickers operate like crime syndicates across source, transit and destination, spanning all demographically describable jurisdictions, viz. inters country, intra country, inter district and intra district. Hence the scene of crime is not the place from where the trafficked victim is rescued, but the scene of crime starts and moves whenever he victim is moved, well beyond the police jurisdiction where the crime originated. Hence, for fighting the problems the originating community and the originating police jurisdiction where crime, notionally, starts enlarge with the movement of the victim for continuing violation of rights. Hence, police and community, beyond such originating jurisdictions, will have to work at tandem on the basis of expanding networks of co operation involving other police jurisdictions, keeping in view the crime map and geographical routes the traffickers take. This is well beyond the capacity of the local police or local communities, local NGOs etc. Hence networking of police and communities is essential to outdo the network of traffickers, to whom such artificial jurisdictions stand blurred or do not matter, driven by the sheer pace of crime and profitability of committing the crime. Otherwise they can and do operate with impunity. This means that there is a requirement of standards and protocols for local police to reach out to communities, NGOs in other jurisdictions and not just the police to police network from one jurisdiction to another.

The demand-led factors are high, as ruthless demand/exploitation of younger and younger children, especially girls, sustained by a billion dollar global industry, the push and pull factors of in and out migration for livelihood and employment, in which stream the traffickers are prone to fish, make even legitimate mobility unsafe. The society and not just the local community is part of the problem when sex is bought as are crackers, carpets and bangles etc made by the trafficked victims. We, as a community and society are part of the demand, knowingly or unwittingly. The crime is embedded in the society and prevention and disruption of demand requires work at the societal and community level.

Equally challenging is the prevailing set of supply factors. Poverty, poor incomes, low literacy, low skills, high unemployment, poor access to common resources, gender inequalities and inequities, depleting livelihood opportunities, community sanctioned prostitution are part of supply factors etc. There is a conspiracy of silence as parents may be living off the earnings, guardians or the so called protectors may be selling off children, especially the unwanted girl child. The problem is embedded in the community. All of this require work at the community level to prevent the problem and make the community an important part of the solution, even if they are part of the problem, to start with.

Many police officers can be heard to say in the training programmes and in public discourse on the subject that they can understand their role in dealing with kidnapping and abduction, which are IPC crimes, but notwithstanding the statute, how can they be expected to know which family is selling or buying of girls, which child or person is going or being taken to which place and for what purpose. They see it as a community-based social problem, a social failure and hence not a police problem. This results in reluctance and resistance to deal with the vulnerabilities of trafficking at home, family i.e. at the very beginning of the source/supply chain. This general perception also tends to result in police assigning lesser priority to the crime of HT. But these are the very contexts in which children and women become vulnerable to trafficking. Reduction of vulnerability- reduces supply and neutralises demand.

Hence, strategies can be made to operate only when police mind sets change and the willingness to use partnership based community policing strategies to effect reduction in supply while cutting out and criminalising demand.

Wherever communities are empowered trafficking does not take place and even if aberrations are there, the community shows the way in retracing the lost or trafficked child. Community resilience holds the key. A strong, responsive, empowered community can completely stem supply and neutralise demand. Lack of recognition of their preventive role in trafficking and missing children phenomenon among the police is slowly yielding place to changed mindsets among law enforcement through training and sensitization. A strong law enforcement criminalising demand through reactive and disruptive investigations and approaches i.e. after the crime has happened is only counterproductive, which actually makes the problem go further underground, disperse, difficult to detect. But community-backed policing has far greater effect in rooting out trafficking not just countering it.

CP and prevention of HT

What can CP achieve in the preventive context or in the pre exploitation phase? With the help of communities, the police can make

- Frontal attack on addressing the problem of missing children, which is at the root of HT

- Identifying and profiling potentially at risk families, at risk children and targeting at-risk populations using technology and data bases.

- Mapping trafficking routes

- Identify trafficking Hot Spots

- Detect Recruitment (source), transportation, transfer harbouring (all transit) receipt (destination) in time and on virtual basis

Communities can and do play an important preventative role in the recruitment phase. Communities are usually vigilant and notice suspicious movements, new arrivals and recruitment of people with promises of jobs, etc. They oversee local marriages with foreigners, marriages without registration, as well as child marriages. Properly implemented community policing strategies that include effective information-sharing about community developments can help stop trafficking cases at an early stage by not dismissing them as eloping, but presuming the commission of the crime of trafficking. This is mandatory and in keeping with the recent direction of the Hon'ble Supreme Court directing that FIRs be lodged, immediately with the disappearance of child, not just make station diary entries, where children go missing .

Along with increasing community stakes through CP, the police can also do the following in the preventive or pre exploitation phase-:

- Set up Toll free helplines/link up with childline

- Help man booths at rail and bus stations by local volunteers

- Set up Beat boxes,

- Jointly develop and maintain data bases

- Carry out public awareness campaigns

- Use community safety fora to increase public awareness, obtain information and design joint actions

- Mobilize the community to gather observation and local knowledge to fill the gaps in understanding of the problem

NGO –police partnerships and CP in post exploitation phase of HT

While the connection between community policing and prevention of HT is somewhat more clearly recognisable, it is important to perceive the underlying vital connections CP has in the post exploitation phase. These are crucial to secure prosecutions and increase deterrence. In the post exploitation phase the police have to rely on NGOs, which in the context of CP, is also to be seen as instruments of community policing strategies and initiatives. Some of the challenges requiring community based partnerships with NGOs in this stage which require CP strategies are:

Prosecutions are low- victims do not cooperate, lack of trust in police, fear of reprisals

Trafficked women and girls are reluctant to seek assistance because of shame and stigmatisation

Stockholmsyndrome in which victims become emotionally attached to their captors

Trafficking investigations require subjective treatment of victims, upon whose testimony the prosecution often depends.

Offering protection to victims and witnesses

Law enforcement officials are not approached directly by victims, who are willing to testify. Thus, police need to collect other types of evidence to build their case.

Counselling assistance to get victim's cooperation

Assistance in carrying out rights based rescue operations/
Talking to rescued and repatriated children

Assistance of translators/interpreters

Managing trauma and psycho social health of victims

Making Home verification reports

Risk assessments of victims with NGOs

Assistance for keeping victims in safe homes

Assistance of NGOs in mock trials

Assistance in prosecution (In a classic case of judicial activism, the Hon'ble High Court of Calcutta has while disposing of a PIL regarding the well known Liluah home of Kolkatta directed SLARTC, an NGO to spearhead the prosecution in partnership with the police. This is still in vogue.

CP and organisational support

Contrary to existing perceptions policing here is not a specialised unit or team, such as, SIT etc. It is system wide and ghettoisation of the police personnel assigned to CP goes against the very spirit of CP, which functions on the principle of mainstreaming. Being a philosophy it should involve the entire organisation and the police hierarchy. CP, which functions on the principle of mainstreaming. It is a concept that permeates the entire organization from the top down and is practiced by every police officer regardless of his or her level and position.

CP and delegation/decentralisation

CP also involves that some amount of leeway and space for delegation in problem solving is giving to the cutting edge levels of the police. Individual officers are given broader freedom to resolve concerns within their community. Individual officers are presumably the most familiar with their communities and are therefore in the best position to forge close ties with the community and generate effective solutions. Community policing emphasizes employee participation; individual officers are given the authority to solve problems and make operational decisions suitable to their assignments. Officers are seen as generalists, not specialists. Policing action in the case of HT might involve multiple geographies and jurisdictions, which might require police networking across communities. Such reaching out on behalf of communities will require some delegation of work, in the interests of quick actions, as

in rescue operations from abduction, kidnapping etc. that has to be carried out without any delay.

Other forms of Organisational support to cutting edge levels

There is no doubt that if community stakes are created through CP, police might become the unsung heroes, since the whole orientation is currently based on reporting of crime and dealing with crime that has taken place, but not how much crime has been prevented. But individual or even institutional loss is more than made up because society has gained by reduction in crime. These are other positive cascading effects in building partnerships with incredible reverberations and outreach effect. Therefore can we initiate different standards of measurement of performance among police i.e. change the basis of performance assessment and see how much community-based partnerships are made operational, and how effective this partnership has been in preventing crimes, give award/incentives, extend top support, delegate powers. In the absence of these, community policing has failed to get institutionalised and self-sustaining. It works well in crisis and becomes defunct or dysfunctional when the officer who started the initiative exits or leaves, as the initiative is seen as a matter of individual enterprise and not as a system-building one.

Draft police Bill and CP

More recently, in the Draft Police Bill an attempt has been made to make community policing mandatory under law and give it a statutory status. Various versions of the draft Police Bill has already been circulated to the States and recommended for adoption, keeping in view that policing is a state subject. It will be up to the States to make the necessary modifications, giving rise to a combination of some uniformity packaged into diversity.

Training and force supplementation in CP

CP program should provide training for police as well as civilian volunteers who can assist local police departments by performing “non-sworn” duties, with adequate safeguards to ensure their integrity over a period of time, effectively freeing up officers

to spend more time on critical functions. Terrorist strikes in India and abroad, since the beginning of the century, has stressed the existing state and local law enforcement machinery beyond imagination and understanding and the responsibilities of the force have increased dramatically. As a result, already-limited resources are being stretched farther at a time when the country needs every available officer out on the beat. CP should provide resources and the necessary wherewithal to assist local law enforcement officials by incorporating community volunteers into the activities of the law enforcement agency.

**A STUDY ON THE ACCESSIBILITY OF WOMEN
TO CRIMINAL JUSTICE SYSTEM WITH
SPECIAL REFERENCE TO
ERNAKULAM RURAL DISTRICT**

By Rajagiri College of Social Sciences

In India the atrocities against the Women are varied and in many forms – physical, mental, emotional and sexual. The laws of the country especially Indian Penal Code and Criminal Procedure Code give special attention to protect the fundamental rights of women. The frame work of women's justice is not merely the protection of women from crimes, harassment, violence, rape or molestation but has a dignified and decent life not discriminated on any grounds.

The present study focuses on the protective environment for women under the criminal justice system in the rural police district of Ernakulam. The aim of the research is to study the accessibility of women to criminal justice system especially in reference to police and judiciary. The victims, the judicial officers, the public prosecutors and the social activists were the respondents. The criterion for selecting the respondents from victims was that they must be victims coming under Section 376, Section 498 (a) and Section 354 of IPC. The judicial officers, the Prosecution Officers and Women activists were chosen from the rural police district area attached to courts and police stations coming under its jurisdiction. The Ernakulam Rural District Police is having its head quarters at Aluva have 15 Circle Stations (Aluva, Angamaly, Nedumbasserry, North Paraur, Vadakkalkara, Njarakkal, Perumbavoor, Kalady, Kuruppampady, Kunnathunadu, Muvattupuzha, Puthankurizu, Kothamangalam, Kallloorkad and Piravom), one Women Station (Vanitha Cell) at Aluva, 34 stations and traffick station at Aluva. The courts come under rural police district area are located at Aluva, Angamaly, Kalady, Kolancherry, Kothamangalam, Muvattupuzha, Njarakkal, North Paraur, Perumbavoor and Piravom

The judicial officers and prosecution officers attached to 9 courts of the above are contacted for the study. Apart from this the Chief Judicial Magistrate at Ernakulam was also interviewed. The respondents were contacted by the investigators in advance and taken appointments for collecting the data. Getting contacted with the victims was difficult as the telephone numbers received were not available at many times and found out through other sources of contact.

The tools for data collection were separate interview schedules for women complainants/petitioners, judicial/prosecution officers and Interview guide for women activists which were supplied from police Headquarters at Thiruvananthapuram. The interview schedule for the judicial /prosecution officers was to measure the gender sensitivity of them while the women complainants or petitioners approach them for justice. The interview schedule for women complainant or petitioners consists of many variables and indicators to assess the experience of the respondents accessing the Justice system including police and judiciary. The data received as on 31st March are included in this study report. In total 9 Judicial Officers, 7 Public Prosecutors/Assistant Public Prosecutors, 35 Women complainants/Petitioners and 8 Women Activists participated in for this study. Though targeted for more, due to holidays and difficulty in getting the contact details, the total number of the sampling of all categories has come down.

The study examined the various aspects of the criminal justice system related to different variables like age, occupation, income group, social status etc. of the respondents from various categories.

The findings of the study are divided into 3 parts in order to give a clear idea from the respected categories of respondents. The first part describes the findings of the women complainants/petitioners. The second part describes the perceptions and experience of judicial officers with special reference to their gender sensitivity. The second part also explains the gender sensitivity aspect of the prosecution officers - Public Prosecutors and Assistant Public Prosecutors. The third part narrates the experience of women social activists while dealing with the criminal justice systems on behalf of the victims.

Part I

Study Findings –Women Complainants /Petitioners

Violence against women takes place in different forms. Rape, sexual assault, sexual harassment at work places, matrimonial disputes, domestic violence etc are on an increase. The affected always look at criminal justice system for protection and grievance redressal. The customary laws have a discriminating node against women both by denying justice to victims of violence and atrocities and by disposing women from their rights. The study tried to understand the accessibility of women to criminal justice system by interviewing 35 women complainants – 19 of Section 354, 14 of Section 498A and 2 under Section 376.

Following part describes the perception and experience of women complainants under Ernakulam Rural Police jurisdiction.

Type of Cases

Cases	No. of Respondents
376	2
354	19
498 A	14

Among the total cases, 14 cases were coming under Sec 498 A, 19 belongs to Sec 354, and 2 cases under Sec 376.

Age Category

Age	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
21 -25	5	35.71	0	0	0	0	5	14.28
26 -30	3	21.42	1	5.26	2	100	6	17.14
31 -35	3	21.42	3	15.78	0	0	6	17.14
36 -40	0	0	4	21.05	0	0	4	11.42
41 -45	1	7.1	4	21.05	0	0	5	14.28
Above 50	0	0	3	15.78	0	0	3	8.57
Age Not Mentioned	2	14.2	4	21.05	0	0	6	17.14
Total	14	100	19	100	2	100	35	100

Among the 14 respondents belonging to 498 A, 35.7% belongs to the age group of 21-25, 21.4% belongs to 26-30 age group, 21.4% coming under the age group of 31-35, 7.1% belongs to the age group of 41-45 and age of 14.2% of the respondents were not mentioned. Among the respondents belonging to section 354, 36 -40 and 41 -45 age groups have the same number of respondents which is 21.1%. The respondents who were not mentioned their age group also shares the same percentage. Those who are between the age group of 31 - 35 and above 50 have the same number of respondents which is 15.8%. 5.3% of the respondents comes under the age group of 26 -30 in section 354. Total number of cases belongs to the age group of 26 -30 under section 376.

Out of total number of 14 respondents under 498A, a majority of 42.9% of the respondents is graduated, 21.4% of them are Diploma/ Technical expertise, 14.2% of the respondents have high school education and 7.1% respondents each have UP, Higher Secondary and Post Graduation. On the other side the complainants belonging to section 354, 36.8% of the respondents had attained UP as well as degree qualification. 26.3% have equally responded that they have Upper Primary and Degree qualification. Those who have Higher Secondary, Diploma /Technical and PG qualification share an equal percentage of 5.3. Complainants under Section 376 cases are High School qualified person.

Among the 14 respondents under section 498A, 64.3% of them are housewives, 21.4% of them are working in private organized sector, 7.1% of the respondent is a teacher and another 7.1% is a Nurse. On the other side under section 354, 63.2% of them are housewives and 21.1% are occupied in private organized sector. 10.5% works in Private Unorganized sector and a small percentage of 5.3 do self employment. Out of the total 2 respondents coming under section 376, 50% of the respondents are working under Private Organised and 50% are housewives.

Majority of the respondents are not interested to reveal their annual income. Of the 14 (section 498a), 35.7% belongs to BPL family and their annual income is below 10,000, and 7.1% respondents belong to the annual income of 20,001 -50,000. Under section 354, 31.6% are BPL families who earns an annual income below 10,000

and 21.1% of the respondent comes under the category of 20,001 - 50,000. The income earners between the category of 10000-20000 is **15.8%** Those who earn an amount above 50,000 is 10.5%. The total of the 2 respondents in Section 376 comes under the BPL category who earns an amount below 10,000. Some of the complainants had not reported their response such as 57.1% from section 498A and 21.1% from section 354.

Among the respondents of section 498A, 35.7% of them are OEC category, 28.6% comes under other category, SC and OBC shares the same 14.2% and 7.1% had not mentioned their response. Under section 354, 63.2% are OBC category whereas 21.1% of the respondents come under other category and 15.8% reported as SC category. The total respondents under section 376 are SC category.

Police Station Visit

Police Station Visit	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
First Time	12	85.71	16	84.21	1	50	29	82.85
Second Time	0	0	2	10.52	1	50	3	8.57
Third Time	1	7.14	0	0	0	0	1	2.85
Had gone several times	1	7.14	1	5.26	0	0	2	5.71
Nil	0	0	0	0	0	0	0	0
Total	14	100	19	100	2	100	35	100

Of the 14 respondent belonging to 498A, 85.7% of the respondents visited Police Station for the first time after occurring the incident. There are also respondents who had visited Police station for the third time and more than third time shares an equal response of 7.1%. Under section 354, the first timers have the major percentage of 84.2 with 10.5% are second timers. There is a first timer and second timer out of the two under 376 complainants.

Police Station Visit Alone /Accompanied by anyone

Police Station Visit	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
Alone	2	14.28	0	0	0	0	2	5.71
Relatives	11	78.57	19	100	1	50	31	88.57
Politicians	0	0	0	0	0	0	0	0
Advocate	0	0	0	0	1	50	1	2.85
Women Organization members	0	0	0	0	0	0	0	0
Neighbours	1	7.14	0	0	0	0	1	2.85
Total	14	100	19	100	2	100	35	100

Among the 14 respondents, 78.6% had visited Police Station with their relatives. Out of the total 35 respondents, only 14.3% (2 respondents) had made their visits alone and 7.1% of the respondent went to station with the help of neighbours. It is clear that they may feel hesitation for going to police station alone.

Among the total respondents 68.6% of them gave complaint to the station by self, 64.3% of them by relatives and 5.7% is by colleagues.

Among the 14 total respondents of 498A, 71.4% respondents were not delayed for filing petition at Police Station, 21.4% of them were delayed due to hope of redress through negotiation and 7.1% got a threat from accused. All petitioners belonging to section 354 would approach the Police without any delay.

The study reveals that 71.4% of the respondents have not faced any difficulties from the accused but 17.1% of them got a threat from the accused and 11.4% respondents were ridiculed by their friends/ society/ neighbours.

Knowledge about legal procedures at the police station:- Majority of the respondents doesn't have knowledge about legal procedures ie; 80%.

Receiving Proper Treatment at the Police Station:-The respondents revealed that 51.42% of them got better treatment at the police station and 45.71% of them were not treated positively

Satisfaction about the action taken by the Police:-

a) FIR Stage:-Had to wait at the police station.

Among the total respondents around 60% of them have to wait at police station for filing FIR.

Taking Down patiently all the details of the case:-Majority of the respondents 82.85% revealed that the personnel's of Police Dept took down all the details of the case patiently.

Using Indecent Language by Police while questioning:-Majority of them 88.57% have the opinion that Police did not use indecent language while questioning and 4 of them have some bitter experience while questioning.

Questioning by Women Police:-The study shows the need of more women police officials. 45.71% of the respondents were not questioned by Women Police Officers.

Seizing of Material Evidence Immediately by Police:-Among the total respondents 34.28% of them opined that police seized the material evidence immediately.

Did the Police Tell about Seizing and Preserving Material Evidence:-20% of the respondents revealed that they were informed about seizing and preserving material evidence by the police. 8.6% were not informed and 14.3% of them were not responded to the question.

Sending the petitioner for medical examination immediately:-11.4% of the total respondents had only undergone immediate medical examination.

Revival of FIR Copy:-48.6% respondents revived their FIR and 42.9% were not able to revive.

During the Investigation Showing Urgency or Seriousness in dealing with your complaints:-Among the total population 54.28% of them feel that Police showed seriousness in dealing with their complaints.

If No, Why?

Not aware of status of case
Accused Influencing the Police
Delay in action in the later stage

Eliciting Details of Complaint After Registration of FIR:-Of the total population 45.7% of respondents were felt that police not elicited their complaint details and 20% felt that police elicited their details.

Questioning all Witnesses in the Crime:-The respondents have the opinion that police questioned all victims and 25.7% respondents believe that proper questioning not done and 22.6% of respondents don't know about the procedure.

Arresting the Accused:-The majority of the respondents (71.42%) share that the accused were not arrested and 25.7% of respondents share that the accused were arrested on time.

Questioning the accused by Investigation Officer:-42.9% of the respondents revealed that the accused were questioned by an investigation officer.

Collecting the Materials involved in the crime by the Investigation Officer:-The respondents didn't know whether the materials involved in the crime were collected or not by an investigation officer.

Opinion about Proper Investigation:-Among the total respondents 37.14% of them believe that investigation was not proper.

Submission of Charge Sheet or Final Report by the Investigating Officer:-Majority of the respondents were not known about the procedure of submission of charge sheet by the investigation officer. 48.6% respondents got the charge sheet and 2.9% of respondents didn't get the same.

If No, why? Investigation not completed, going very slowly.

Delay in Investigation:-Among the total respondents 25.71% of them shared that there is delay in investigation and 65.71% have the opinion that no delay and it goes on the right way.

Get informed about the stage of the case:- It is very clear that the stages of the cases were not informed by the respondents properly. 17.1% of them responded that they got regular information about the stages.

Opinion about Impartial Investigation about the case:- 40% of the respondents were feel that accused are being influential to the authorities 2.9% of the respondent is being impartial, 5.7% of the respondents have political interference, 2.9% is escaped to abroad and 11.4% of respondents were not informed.

Response	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
Yes	9	54.28	17	89.47	2	100	28	80
No	2	14.28	2	10.52	0	0	4	11.42
No Response	3	21.42	0	0	0	0	3	8.57
Total	14	100	19	100	2	100	35	100

From the table it is clear that 80% of the respondents revealed that grievances were redressed by the SHO, and 11.42% of them have not redressed.

If No, which agency helped you in redressing it in the police station:- Women Cell helped the victims in redressing it in the police station and 88.58% did not answer the question.

What prompted you to approach this agency:-Favour shown to the accused prompted the respondents to approach Women Cell. 5.7% of the respondents revealed the status.

Stage of approaching other agencies for redress of cases:-The respondents revealed that 11.4% of them approached other agency for redresses during the investigation and it is not applicable for the other cases.

One of the petitioners is not satisfied since the agency encouraged for divorce

Cost Incurred for getting Redress of Grievance:-8.6% of the respondents incurred expenses upto Rs. 1,000 for their own transportation purposes. 2.9% of the respondents incurred an approximate of Rs. 20,000 for the transport of investigation purposes. 17.1% had medical expenses in which 42.9% had expenses upto Rs. 3,000. Fees to Advocate upto Rs. 1,000 was incurred by 5.7%. There were no expenses to a category of 22.9% of the complainants.

Time spend to get grievances redressed:-Time spend to redress the grievances of the complainants vary and a maximum of 20 days were spent for cases under section 354 and a 15 days lag was reported under the same section.

Major cause of dissatisfaction in redress of grievances:-Among the total respondents 20% were not satisfied because they feel that some favour has been shown towards the accused and 8.6% of them feel delay in trial and 2.9% respondent feels inordinate delay in investigation.

Suggestion to Improve the Customer Service in Police Station:-From the study it is clear that some changes are needed to improve the customer service. 34.3% of the respondents have the opinion that questioning by the Women police is essential as it provides a kind of care and support to the victim. 22.9% of respondents revealed that more privacy needed while questioning. 25.7% respondents suggested that information regarding the progress of investigation is needed by the victims. 8.6% respondents opined that a kind of financial assistance is needed by the victim.

Troubling by the Accused:-65.71% respondents revealed that victim was not troubled by the accused.

Approaching the Police Station again for Redress of Grievance:-37.1% respondents revealed that they approached the police station again for redressal of grievance with relatives and 17.1% were visited alone.

Satisfaction with the way of Police handled the case:-The study reveals that majority of the respondents got a medium satisfaction by the way the police handled the case. 17.14% of them are not at all satisfied, and 14.28% is much satisfied and 2.85% is low satisfied. That means more changes are needed in Women Cell to improve the customer satisfaction.

Part II

Study Findings – Judicial / Prosecution Officers

According to various studies and Statistics, the women are discriminated on various grounds. Their right to approach the grievance redressal mechanisms of the country including the judiciary depends on the environment in which they live. The women petitioners or complainants always look at the police and judiciary for justice. Their ignorance on protection laws and fear of interference from different corners make them discouraged in approaching the judiciary. Though judiciary is the last source of help for all, the women get discouraged from approaching courts due to such reason. Gender sensitivity of judicial officers and others is a major factor that influences the women complainants whether to approach court or not. The following part describes the various aspects on accessibility of women to criminal justice system and gender sensitivity of judicial officers, public prosecutors and additional public prosecutors.

Age:

Age	Judicial Officers		PPs/APPs	
	No. of Resp.	%	No. of Resp.	%
36 -40	2	22	3	42
41 -45	2	22	0	0
46 -50	3	34	4	58
51 -55	2	22	3	0
Total	9	100	7	100

The age group of the respondents is above 36 years in both categories. 58% of the respondents belong to Public Prosecutors and Assistant Public Prosecutors fall under category 46-50 age group.

Experience in Years:- The survey received the responses from different category of persons by experience. Most of the respondents from Judiciary are very new to the service. Among the PPs/APPs 71% are having below 10 years experience.

Job Satisfaction:- As an employee, the Judicial Officers as well as the Public Prosecutors are satisfied in their jobs and maintain a positive feeling towards the job.

Motivation at Job with Commitment:- 85.7% of the Judicial Officers are motivated to give their best in job and 88.9% of the Public Prosecutors also have an impression that they are doing enough to address customer satisfaction problems. 14.3% of the Judicial Officers and 11.1% of the Public Prosecutors are motivated and committed to some extent in their job. They really care and are truly committed.

Regret Joining the Department:- No one from Judicial officers and Public Prosecutors /Assistant Public Prosecutors has ever regretted joining the department.

Career Satisfaction:-As observed from the opinion of 85.7% of Judicial officers and 88.9% of the Public Prosecutors, it is understood that this career help them to understand their own unique efforts that leads to job satisfaction. The job especially considers real-life strategies that always help to restore meaning to their work. Whereas 14.3% Judicial and 11.1% Prosecution Officers have opined that each person's career development depends only upto some extent in this job.

In –Service training:-Considering the training as part of the staff development effort, out of the total Officers responded, 85.7% and 88.9% of Judicial and Prosecution Officers had attended training giving more focus on topics related to gender issues and domestic violence. These were trainings conducted during the last seven years that provided them with a longstanding experience developing successful career. 11.1% of the respondents hadn't attended the training whereas 14.2% of the total respondents from Judiciary didn't respond to the query.

Priority on crimes against women and satisfaction of women customers:- Crimes against women includes rape, sexual assault, insult to modesty, kidnapping, abduction, cruelty by intimate partner or relatives, trafficking, persecution for dowry, dowry deaths, indecency, and all other crimes listed in Indian Penal Code. Crimes against women have more than doubled over the past ten years, according to latest data released by the National Crime Records. Violence against women stems from genderbased discrimination and gender inequality. This type of violence targets a specific group with the victim's gender as a primary motive and the survey says the Judicial or Prosecution Officers attended training based on gender issues. Majority of 71.4% of the Judicial Officers and 66.7% of the Public Prosecutors had reported that the department gives priority on crimes against women and satisfaction of women customers whereas 14.3% and 33.3% had responded about their priority to some extent only. Also 14.3% is reported without providing priority required to enable significant change.

Genuineness of Molestation Cases at the Court:- According to the opinions most of the officers from both category feels molestation cases are true only upto some extent. Even though the cases are totally depending on evidence, people are falsely charged with sexual abuse.

Genuineness of Rape Cases at the Court:- Major percentage of both officials responded the lack of genuineness to some extent can be seen in rape cases. One had responded not having any genuineness.

Genuineness of 498A IPC Cases at the Court:- 78% of Judicial Officers and 72% of PP/APP feels that the cruelty against women by husband or in-laws is high and most of the cases are genuine. 1 PP feels that the cases are not genuine.

Genuineness of 304B IPC Cases at the Court:- Here majority of officers and PP/APP feel that the correctness or genuineness of cases can only up to some extent. Chances are there the cases being fabricated. True cases also were reported and 3 officers and 2 PP have responded about the 100% genuineness of these cases.

Discouraging Women complaining on Domestic Violence:- Four respondents from Public Prosecutor/Assistant Public Prosecutor category and 3 from officers have stated that the Women can be discouraged while complaining domestic violence in the Court to some extent. Majority of officers feel that most of the cases should be encouraged to trial before court. Nobody is agreed fully on discouraging women.

Sufficiency of the present sensitivity of the Personnel in the Judiciary /Prosecution wing:- According to the response of 3 Officials, it is said that sufficient representation is being given to women reducing gender-based inequalities. They can effectively deal with cases involving crime against women. The Judiciary /Prosecution should be more gender-sensitive and female personnel avoiding rude treatment of victims. This also takes away the fear in the mind of victims if any. Two respondents are having an opinion that the Judiciary is not sufficient enough to support the women victims in a fair manner.

Receiving Justice if Victimized:- Majority of the respondents are of the opinion that the victims generally should receive Justice. As per the view point of two respondents, the victims shall achieve their rights to some extent only. There is one Officer who did not support receiving justice if his relation is being victimized.

Conviction in 498A IPC Cases:- Respondents were asked about the conviction in 498A IPC cases where blood relatives of the victim give information about the crime. In such cases most of the respondents from both category respondents said, yes which means the conviction happens.

Ignoring Eve Teasing of Conviction:- Most of the respondents from both group are responded eve teasing as a normal male behavior and it should be ignored by women. 1 each from both category responded against it.

Rape /Molestation - Enquiring background of the complainant:- 100 percentages of both officials and PP/APP feel that it is not necessary to probe into the character of woman.

Opinion regarding un- accompanying by male escort to cinema halls and public places after sunset:- 44.5 percentage of officers category responded for and against it. While 58% of PP/APP category feels that there is no need for accompanying male. 1 officer felt it not necessary to respond.

Reason for dissatisfaction

1. The Judiciary system is not well equipped to deal with such cases.
2. Non –availability of genuine witness and lack of evidence

Suggestion for redressal of grievances.

1. Some non profitable lawyers should be engaged
2. Women cell and KELSA of non –profitable lawyers
3. If the complaint is genuine, it would get the correct remedy
4. Set up specific court hours for them
5. They should come before the court immediately after the incident without any delay.

The true cases of offences against women get convicted in the court:- Most of the officers and PP/APP feels that the cases of offences against women are getting convicted to some extent. 22% officers and 14% PP/APP feel all cases are convicted.

Reason for low conviction rate

1. Witnesses turned hostile
2. Improper investigation
3. By police corruption
4. Lack of gender sensitivity prevailing in the prosecution /judiciary

Personal gender sensitivity:- To the question 5 each from both category are rated them good while 1 each rated excellent. 1 each from both categories rated them as average and 1 officer have no response.

Gender friendly person compared to colleagues:- In the case of comparison officers have mixed response. From 9 respondents 3 feels 'better', 3 feels 'same as others' and 3 have 'no response'. While in case of PP/APP5 feels 'better' and 2 have opinion that they are 'same as others'.

Performance as a gender friendly officer:- While enquiring the satisfaction level of gender friendly officer 3 officers responded 'to great extend', 2 'yes fully', 1 responded 'to some extend' and 3 officers have 'no response'. In the case of PP/APP 3 responded 'To Great Extend' 3, 'yes fully' and 1 'to some extend'.

Part III

Study Findings - Women Activists

To understand the perception, experience and expectation of women activists with regard to accessibility of women to criminal justice system were contacted and interviewed. The study covered the opinion of 8 women activists from different region namely Aluva, Angamaly, North Paravur, perumbavoor and Kothamangalam. The following part describes the profile of the respondents as well as their views/perception.

Age:-

Age	No of Respondents	Percentage
30-40	2	25%
40-50	1	12.5%
50-60	4	50%
>60	1	12.5%
Total	8	100%

Among the 8 respondents 2 of them belong to the age group of 30-40, 1 belong to the group of 40-50, 4 belong to the age group of 50-60 and another one belongs to 60-70 group.

Qualification:- 2 of the respondents have doctorate degree, 3 of them have post graduation, 2 of them are graduated and 1 has attained 10th standard.

Experience of service:- Majority of the respondents (3) have less than 10 years of experience, 2 of them have 10-20 years of experience, and one respondent each coming in the category of 20-30, 30-40 and above 40 years of experience.

Perception on atrocities:- The study reveals that 7 of the respondents believe that there is atrocities against women and one respondent feel that there is no such atrocity against the population. 3 of them opined that domestic violence and dowry harassment is the major atrocities against women. Molestation, misbehavior from the society at public place, harassment from their own house, atrocities against women in workplace, sexual abuse, lagging of court procedures without a stipulated time frame, male domination etc are the other concerns revealed by the respondents.

Cases coming up for trial get convicted:-

	No of Respondents	Percentage
Yes	2	25%
No	6	75%
Total	8	100%

The table reveals that 6 of the respondents have the opinion that cases against women coming for trial are not convicted and the remaining 2 respondents feel that they are convicted and get sufficient legal support from the Judiciary. 2 of them revealed that because of loop holes in Law, the accused were not convicted. Others have the opinion that due to lack of women representatives in judiciary and police department, political interference, corruption etc cause delay in proceedings. They added that the cases were delayed according to the attitude of advocates, and without setting a timeline for completing the legal procedures; the cases were not

settled within a short timeframe. And the unawareness of public towards the legal formalities also mentioned as a cause for non conviction.

Reason for dissatisfaction of women customers

All of the respondents have the unique opinion that women customers are not satisfied in criminal justice system. This is because of various reasons. Gender discrimination, influence of male political leaders, social stigma, lack of awareness in court procedures, lagging of enquiry without a time frame etc are the reasons for dissatisfaction.

Suggestions for dissatisfaction of women customers

The suggestions include-

1. Organise gender sensitisation programmes for police, judges and politicians
2. Authorities need to be more committed in their work
3. Establish more women friendly police stations and make the women more aware about their rights and services they are getting through Women Cell.
4. Create a situation for improvement in self esteem and feeling of social security
5. To improve support system.

Gender sensitivity among the personnel in Judicial/ Prosecution Department

The response of the women activists reveals that personnel working in this department are having gender sensitivity. Male domination is existing. Self empowering is not taught in their family. More training should be given regarding gender among the above mentioned department so that a better facilitation from the concerned would happen. They should also update their knowledge as new laws like Domestic Violence Act or POCSO Act which protects the rights of women.

Part IV

SUMMARY OF FINDINGS AND SUGGESTIONS RECOMMENDATIONS

Summary of Findings

The study tried to understand the accessibility of women to criminal justice system by interviewing 35 women complainants – 19 respondents were of complainants under Section 354, 14 were of Section 498A and 2 under Section 376. 7 Judicial Officers and 9 Public Prosecutors or Assistant Public Prosecutors and 8 Women Activists were the respondents of the study.

Approaching Police Station for Redress of Complaints: Out of the total 35 respondents, only 14.3% (2 respondents) had made their visits alone and 7.1% of the respondent went to station with the help of neighbours. It is clear that they may feel hesitation for going to police station alone. Among the 14 total respondents of 498A, 71.4% respondents were not delayed for filing petition at Police Station, 21.4% of them were delayed due to hope of redress through negotiation and 7.1% got a threat from accused. All petitioners belonging to section 354 would approach the Police without any delay. The study reveals that 71.4% of the respondents have not faced any difficulties from the accused but 17.1% of them got a threat from the accused and 11.4% respondents were ridiculed by their friends/society/neighbours. The respondents revealed that 51.42% of them got better treatment at the police station and 45.71% of them were not treated positively.

Majority of them 88.57% have the opinion that Police did not use indecent language while questioning and 4 of them have some bitter experience while questioning. The study shows the need of more women police officials. 45.71% of the respondents were not questioned by Women Police Officers.

From the table it is clear that 80% of the respondents revealed that grievances were redressed by the SHO, and 11.42% of them have not redressed.

Women Cell helped the victims in redressing it in the police station and 88.58% did not answer the question.

Among the total respondents 20% were not satisfied because they feel that some favour has been shown towards the accused and 8.6% of them feel delay in trial and 2.9% respondent feels inordinate delay in investigation.

From the study it is clear that some changes are needed to improve the customer service. 34.3% of the respondents have the opinion that questioning by the Women police is essential as it provides a kind of care and support to the victim. 22.9% of respondents revealed that more privacy needed while questioning. 25.7% respondents suggested that information regarding the progress of investigation is needed by the victims.

The study reveals that majority of the respondents got a medium satisfaction by the way the police handled the case. 17.14% of them are not at all satisfied, and 14.28% is much satisfied and 2.85% is low satisfied. That means more changes are needed in Women Cell to improve the customer satisfaction.

Study Findings – Judicial / Prosecution Officers

9 Judicial Officers and 7 Public Prosecutors were the respondents of the study. The survey received the responses from different category of persons by experience. Most of the respondents from Judiciary are very new to the service. Among the PPs/APPs 71% are having below 10 years experience.

Considering the training as part of the staff development effort, out of the total Officers responded, 85.7% and 88.9% of Judicial and Prosecution Officers had attended training giving more focus on topics related to gender issues and domestic violence. These were trainings conducted during the last seven years that provided them with a longstanding experience developing successful career. 11.1% of the respondents hadn't attended the training whereas 14.2% of the total respondents from Judiciary didn't respond to the query.

Crimes against women includes rape, sexual assault, insult to modesty, kidnapping, abduction, cruelty by intimate partner or relatives, trafficking, persecution for dowry, dowry deaths, indecency, and all other crimes listed in Indian Penal Code. Crimes against women have more than doubled over the past ten years, according

to latest data released by the National Crime Records. Violence against women stems from gender based discrimination and gender inequality. This type of violence targets a specific group with the victim's gender as a primary motive and the survey says the Judicial or Prosecution Officers attended training based on gender issues. Majority of 71.4% of the Judicial Officers and 66.7% of the Public Prosecutors had reported that the department gives priority on crimes against women and satisfaction of women customers whereas 14.3% and 33.3% had responded about their priority to some extent only. Also 14.3% is reported without providing priority required to enable significant change.

According to the opinions most of the officers from both category feels molestation cases are true only upto some extent. Even though the cases are totally depending on evidence, people are falsely charged with sexual abuse.

Major percentage of both officials responded the lack of genuineness to some extent can be seen in rape cases. One had responded not having any genuineness.

78% of Judicial Officers and 72% of PP/APP feels that the cruelty against women by husband or in-laws is high and most of the cases are genuine. 1 PP feels that the cases are not genuine.

Majority of the respondents are of the opinion that the victims generally should receive Justice. As per the view point of two respondents, the victims shall achieve their rights to some extent only. There is one Officer who did not support receiving justice if his relation is being victimized. The reason for dissatisfaction include- i) the Judiciary system is not well equipped to deal with such cases ii) Non-availability of genuine witness and lack of evidence.

Most of the officers and PP/APP feel that the cases of offences against women are getting convicted to some extent. 22% officers and 14% PP/APP feel all cases are convicted. The reason for low conviction rate are reported as i) witnesses turned hostile ii) Improper investigation iii) By police corruption iv) Lack of gender sensitivity prevailing in the prosecution /judiciary etc.

Study Findings - Women Activists

Among the 8 respondents 2 of them belong to the age group of 30-40, 1 belong to the group of 40-50, 4 belong to the age group of 50-60 and another one belongs to 60-70 group.

2 of the respondents have doctorate degree, 3 of them have post graduation, 2 of them are graduated and 1 has attained 10th standard.

Majority of the respondents (3) have less than 10 years of experience, 2 of them have 10-20 years of experience, and one respondent each coming in the category of 20-30, 30-40 and above 40 years of experience.

The study reveals that 7 of the respondents believe that there are atrocities against women and one respondent feels that there is no such atrocity against the population. 3 of them opined that domestic violence and dowry harassment is the major atrocities against women. Molestation, misbehavior from the society at public place, harassment from their own house, atrocities against women in workplace, sexual abuse, lagging of court procedures without a stipulated time frame, male domination etc are the other concerns revealed by the respondents.

The table reveals that 6 of the respondents have the opinion that cases against women coming for trial are not convicted and the remaining 2 respondents feel that they are convicted and get sufficient legal support from the Judiciary. 2 of them revealed that because of loop holes in Law, the accused were not convicted. Others have the opinion that due to lack of women representatives in judiciary and police department, political interference, corruption etc cause delay in proceedings. They added that the cases were delayed according to the attitude of advocates, and without setting a timeline for completing the legal procedures; the cases were not settled within a short time frame. And the unawareness of public towards the legal formalities also mentioned as a cause for non conviction.

Suggestions and Recommendations

Police Station

1. *Create women friendly environment at Police Stations to receive complaints from women and to take statements of women victims.* The study showed that 78.6% of the respondents went to the police station with the help of relatives or neighbors. It means that the environment at police stations shall become more women friendly.

2. *A woman police officer shall be stationed at each police station to deal with the complaints involving women as complainants as well as respondents.* The study showed the need of more women police officials to deal with women complaints. 45.71% of the respondents reported that they were not questioned by Women Police Officers and they wished to be heard by women police officers.

3. *A system to inform the complainant about the stage of the complaint/ case is felt absent by the respondents.* Inconvenience by way of frequent visits to police station to enquire about the status was felt by respondents. The study revealed that no systematic method followed at station to convey the status of the case from FIR stage to Charge Sheet Submission. 25.7% respondents opined that information regarding the progress of investigation is needed by the victims to take up further proceedings against the accused. Some of them felt that due to influence of politicians and others their complaints didn't get required attention.

4. *Privacy at the time of investigating procedure is to be practiced by the concerned Police Official was felt by the respondents as the need of the hour.* 22.9% of respondents revealed that more privacy needed while questioning. They suggested to have a private space at the police station to wait and to take evidence.

5. *Speedy Redress of complaints/cases is necessary to reduce the delay.* Among the total respondents 20% were not satisfied because they feel that some favour has been shown towards the accused. They consider that such police personnel are not sensitive to problems of women.

6. *Attaching a legal aid cell with police station was suggested by some of the women complainants as well as women activists.* They see that the women complainants many a times get confused of what to do next. A leaflet containing what to be done by a woman petitioner

step by step would be useful as a guide. Display of procedure step by step on the wall of the private space for women allocated at the station was also suggested by one respondent.

7. *Classes on gender sensitivity to all police personnel were suggested to be a mechanism to increase gender sensitivity.* Periodical training classes on DV Act, POCSO Act etc would also be useful for the police personnel.

Recommendations to the Judiciary

1. *Set up specific court hours for the redress of Women's Cases.*

Allocation of specific court hours for the redress of the women cases would be a solution to give importance to women cases. Judicial officers with such an attitude would be the ideal ones to deal with. Allocation of women petitioner to women judicial officers of the courts would also be another alternative to act upon. If woman prosecutor, woman lawyers, woman Police Officer, woman court staff etc could be assigned it would become an added advantage to make it more womenfriendly. If possible woman courts like children's court would be more ideal to have speedy redressal and justice.

2. Non profitable lawyers should be encouraged to support poor women for the redress of their cases. Though there are provisions to engage lawyers through KELSA but some of the women complainants have a concern that they do not get their service in the way they expect. To remedy this it is suggested to have a pool of woman lawyers who are ready to support woman for the redress of the cases either organized under the banner of Woman cell or KELSA/DELSA/TLSA.

3. *Gender sensitization programmes to be conducted for personnel in the Judicial Department.* The Judicial Officers/Public Prosecutors revealed that though gender sensitivity is prevailing in the prosecution / judiciary system, it is not to the level that is expected to be in the modern world. They need to be updated on the subject as well as training inputs on DV Act or POCSO act to be given on a regular basis. The staff at the court, other than judicial officers is also to be lightened. Kerala State Judicial Academy can take up such training programmes. The support of NGO's, Law Schools, Schools of Social Work etc can be availed in this regard.

Recommendations to the Government

1. *Recognition as poor.* 37.14% of the complainants/petitioners belong to BPL families and they reported that they don't have source to meet travel expenses to register complaints and to do follow ups. In such cases there shall be provision to support a basic minimum amount to meet such costs. Adequate budgetary provision to be year marked to address this issue and make available the resource at women cell. A criteria and system can be evolved on awarding such payments to the complainants/petitioners and even in the case of respondents of some special situations.

2. *Creating Awareness among Public.* This study has proved that awareness level of the people at times of incidences related harassment /crime against women is very minimal. Approaching women activists, NGOs etc. for advices are not very common. NGOs and women activists have to take up the role of disseminating the awareness among women on the steps to be taken at times of crimes against them. Government should come forward to accredit such women activists and NGOs and give publicity to their contact details through Government Publications and Notices.

RAJAGIRI OUTREACH

Research Team :-

1. M P Antoni Research	-	Coordinator
2. Princy Jacob	-	Research Associate
3. Jojen Joseph	-	Research Associate
4. Linda Chacko	-	Research Associate
5. Sapna Raj M	-	Research Associate
6. Saneesh Kumar M K	-	Research Associate
7. Sujith V S	-	Research Associate
8. John Dicruz	-	Research Associate
9. Adv. Anjaly Cirus	-	Research Associate

A STUDY ON ACCESSIBILITY OF WOMEN TO POLICE OFFICES

*By School of Behavioural Sciences,
Kannur University*

EXECUTIVE SUMMARY:

State Nodal Officer, Janamaithri Suraksha Project, entrusted School of Behavioural Sciences, Kannur University to conduct a research study on “Accessibility of women to police offices and how to improve the sensitivity of police personnel towards women and children” through Deputy Superintendent of Police, Narcotic Cell, Kannur.

Objective of the study is to assess the accessibility of women to police offices and to explore the ways to improve the sensitivity of police personnel towards women and children. Kannur police district has been taken as the Universe for the study, comprising of four sub divisions, with 37 police stations spread across the district. The target groups for the study are the women and child complainants, police personnel, and women activists. A total of 437 samples were included under the study which includes, 139 complainants, 287 police personnel, 10 women activists and one Magistrate. In-depth interview using a semi structured schedule, focus group discussion, and telephonic interviews were the methods used to elicit information.

Research team comprises of a principal investigator, five research officers and 19 research assistants’ to carry out the study. Phase one of data collection focus on the complainants, who were interviewed at their residence by a team comprising of a research officer and a research assistant. Phase two focuses on the police personnel who attended the training on gender awareness. In-depth interviews and focus group discussions were used for eliciting data from the police personnel. Considering the time and cost telephonic interviews were used for the women activists.

The study observes that the women complainants in general are satisfied with the way they were addressed by the police offices and officers in Kannur police district. There wasn't much delay in availing services but they had to face difficulties from friends, relatives and from the society. Being a women complainant, they were blamed by many without even trying to understand the reality. Lack of awareness and clarity of the process at police offices, investigation process, and procedures at court also made them more vulnerable. The investigating officers have to take the responsibility of informing the women complainants about the various stages of the process in time. Even a checklist could be prepared and handed over to the complainant while registering the complaint so as to increase the awareness and to protect the rights of the women complainant. The presence of WCPOs are there in many of the police stations and was not been utilized for handling women complainants. The delay in the investigation and court proceedings, external influences by way of political, financial and even pressure tactics of accused are also some of the concerns faced by the women complainants. The physical facilities at the police station are not congenial for women complainants to voice out their concerns. The same situation is there with the court premises as there is no privacy and the complainants feel embarrassed to disclose information in the presence of larger audience inside the trial room.

Regarding the police officers, half of the respondents are satisfied with their job and the attraction is that it is a government job and the benefits attached to a government job. The respondents are finding it difficult to identify the motivating factors and majority is happy with the way their superiors motivated them. Few of them felt regrets as they are not able spend time with the family. Police officers are of the opinion that the women are giving high priority while approaching for help at police offices. Molestation, rape and B IPC cases are of real ones. Half of the respondents are of the opinion that women should be discouraged from approaching court for help due to the inordinate delay in process, problems from family and society. They are of the opinion that eve teasing is not a normal male behavior and women should react to it. Whereas half of the 498 A IPC cases reported to court are only partially true where as 304

respondents are of the opinion that women should go out alone after sunset as most of the atrocities against women had taken place during night hours. It is also observed that the moral of the victim is not a matter for registering a complaint rather the grievances need to be addressed. Police officers are of the opinion that even the true cases reported at courts are also not convicted due to various reasons. Some of the suggestions of police officers are that the satisfaction of women complainants could be ensured through making changes in the systems and procedures at police department and in judiciary, ensuring the presence and directing them to address the issues of women complainants at police stations.

Overall it could be concluded that the accessibility of women to police offices need to be improved further and is possible only through increasing the sensitivity of police personnel to women and children. The concerns and issues raised by the complainants even if it is of lesser percentage need to be addressed as it has wider implication among the larger community.

2.INTRODUCTION:

The implementation of community policing in Kerala under the title Janamaithri Suraksha Project is a new effort with an aim to bridge the gap between the police and public on countering crime and anti social activities.

There is a growing realization of the need for efforts on the part of the police themselves to promote welfare and interest of the citizens. The law enforcement agency will be able to serve the society effectively unless they get respect from the people. The government of Kerala has taken steps to facilitate the adoption of community policing initiative by recognizing the needs for improving the relationship between the police organization and the people of the state. Kerala government appointed Justice K.T. Thomas commission in order to get suggestions for police reforms. On the basis of the report submitted in the year 2006, it is recommended that the government should implement community policing on an experimental basis. A new project was prepared by the police department based on the draft scheme submitted in the year 2007.

There are many objectives of the Janamaithri Suraksha projectsuch as;

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

This project aims to strengthen police and increase its accessibility to the needy public through interaction and understanding of the public. Janamaithri beat is the major component which centers on beat officers who are Police Constables/Head Constables/Asst. Sub Inspectors who are specially selected and trained. The other components include janamaithri suraksha samithi and janamaithri kendrams. A police station jurisdiction may be divided into many janamaithri beats. A janamaithri beat unit is a local area that includes 500 houses. Each unit consists of a beat officer and he must be able to cover a janamaithri beat within a few hours of time and he must be familiar with at least one member of every house in his beat. The servicing of summons, execution of warrant, locating the address, handling the complaint box and all other duties will be coordinated and done by the beat officer. The name and identity of the beat officer may be exhibited at the important places in the beat area in order to help the public to know their beat officer. The beat officer should be a role model to any citizen as far as his manners, etiquette and character are concerned.

Implementation of “Janamaithri suraksha project” within the limits of the respective police station is the responsibility of “janamaithri suraksha samithi”.

Janamaithri suraksha samithi is essential mandate to be formed in every police station. The members to be included in the samithi are suggested by the circle inspector with the help of station house officers. The sub divisional police officer examines the suggested members and will submit the list to the district police

superintendent and he will constitute the samithi. The samithi should have proportionate representation from among women and scheduled castes and tribes. Preferences may be given to include office bearers of the residential association. Those who are involved in any criminal cases should not be included in the committee. The samithi should have at least 10 members and preferably not to exceed 25. Apart from the monthly meetings, the samithi may hold such other meetings as and when need arises. Night patrolling with public co-operation, coordinating with public security guard, knowing new residence and strangers, fitting burglar alarm and security system, helping senior citizens and physically challenged citizens, protection of women and children, awareness programs, traffic warden system, organising counselling centers to resolve family discords, drinking habits etc may be started, also by monitoring maintenance of street light etc are the projects which comes under the janamaithri samithi.

‘Janamaithri kendrams’ were opened in some places keeping in mind to popularise the concept of janamaithri suraksha project. These centers help people to come and interact with the police and they also organises classes on traffic safety, career guidance etc. The main objectives of janamaithri kendrams is to function as an information kiosk, developing janamaithri yuva kendrams, to provide sports and youth training facilities, counselling space and campaign, palliative care training, traffic education centre and other activities facilitating police- community interface helping police to serve the community in a better manner. Kendrams also take efforts in putting posters depicting help line numbers, awareness posters on drug abuse, crime against women etc. which would come as instant help for them. The center has the scope to be developed as a community interaction centre. Here, help from the public is sort in reducing traffic accidents, natural calamities etc. Voluntary groups or organizations which are working in the field of promoting peace, national integration and communal harmony may be encouraged to associate with the centre. Youths are also encouraged to work in the project under janamaithri yuva kendram.

2.1 Crime against women and children:

Crime against women in India is very old social issue which has taken its root deeply to the societal norms and economic dependence. The semantic meaning of 'crime against women' is direct or indirect physical or mental cruelty to women. Violence against women can be domestic as well as public. Women have fear of violence in their mind which causes the lack of participation in various areas of life. Fear of violence in the mind of women has been so deep which cannot be lessened easily even after complete removal of violence against women in the society. Various kinds of violence against women are eve-teasing, molestation, bigamy, fraudulent marriage, adultery and enticement of married women, abduction and kidnapping, rape, harassment to women at working place, using third degree punishment to house wives, dowry death, female child abuse and abuse of elderly female etc.

Situation of the women varies all over the country according to the place, culture and tradition of people. This crime against women and children has tremendous costs to communities, nations and societies, for public well-being, health and safety, and for school achievement, productivity, law enforcement, and public programmes and budgets. The effects of crime can remain with women and children for a lifetime, and can pass on from one generation to another. Studies show that children who have witnessed, or been subjected to, violence are more likely to become victims or abusers themselves. According to a report by National Crime Records Bureau (NCRB), a crime against women is recorded every 1.7 minutes in India. Every 16 minutes a rape case is recorded in this country and every 4.4 minutes a girl is subjected to domestic violence.

2.2 State scenario

In Kerala, women do not seem to enjoy all the rights to freedom provided under the Constitution of India. According to the report total cases on crime against women reported for the year 2015 is 12397 and that for the year 2014 is 13767. A decrease of 1370 case reports which indicates a 5.23% decrease in crimes against women for the year 2014 to 2015.

The crime records figures show that for the year 2014, the rate of crime is high at Malappuram district, with 1457 cases. Similarly, rate was however much lower at Wayanad district with 407 cases. The districts Trivandrum rural (1255 cases), and Thrissur rural (1152) share second and third position respectively. Among 19 districts, Kannur is in fourth position with 963 registered cases.

REPORTED CASES ON CRIMES AGAINST WOMEN, 2014

Sl.No	Districts	Rape	MOLES-TATION	KIDNAPPING	EVE-TEASING	DOWRY DEATH (304(B) IPC)	CRUELTY BY HUSBAND/ RELATIVES	OTHER OFFENCES	TOTAL
1	Trivandrum City	56	253	8	15	1	134	85	552
2	Trivandrum Rural	120	580	11	21	5	371	147	1255
3	Pathanamthitta	59	163	12	8	0	115	129	486
4	Kollam City	72	289	6	13	1	296	65	742
5	Kollam Rural	80	236	16	7	1	270	47	657
6	Alappuzha	57	244	7	10	0	260	20	598
7	Idukki	71	186	7	12	2	160	44	482
8	Kottayam	66	204	8	18	0	172	54	522
9	Ernakulam City	60	156	1		0	150	77	462
10	Ernakulam Rural	64	222	5	38	0	165	292	786
11	Thrissur City	34	107	0	11	0	126	264	542
12	Thrissur Rural	85	302	7	22	1	454	281	1152
13	Palakkad	83	179	18	11	5	439	61	796
14	Malappuram	101	346	3	10	0	590	407	1457
15	Kozhikode City	33	108	1	9	1	177	249	578
16	Kozhikode Rural	53	223	7	5	1	301	117	707
17	Wyanad	71	135	11	3	0	98	89	407
18	Kannur	61	222	9	10	1	331	329	963
19	Kasaragod	56	136	7	6	0	201	217	623
TOTAL		1282	4291	144	247	19	4810	2974	13767

Source: State Crime records Bureau

There is a decrease in total crimes reported for the year 2015. Malappuram district continued to account for the district with highest rate of crime with 1471 cases. However there is an increase in number of cases in Malappuram district from the year 2014 to 2015, that is an increase of 14 cases. In 2015, the lowest rate of crimes is reported in Pathanamthitta district with 401 cases. The districts Trivandrum rural (1180 cases) and Thrissur rural (975) comes in the second and third position as well. Amongst the 19 district with fourth position (857 cases), Kannur district holds the same position in the year 2014. The statistics shows a decrease of 106 registered cases when compared to the previous year. Though much high, the reduc-

tion in the number of cases might be the outcome of the sincere and concerted effort by the district police team.

REPORTED CASES ON CRIME AGAINST WOMEN, 2015 (Provisional)

Sl.No	Districts	Rape	MOLES-TATION	KIDNAPPING	EVE-TEASING	DOWRY DEATH (304(B) IPC)	CRUELTY BY HUSBAND/RELATIVES	OTHER OFFENCES	TOTAL
1	Trivandrum City	42	208	13	7	0	98	101	469
2	Trivandrum Rural	129	604	20	10	1	252	164	1,180
3	Pathanamthitta	62	178	7	8	0	75	71	401
4	Kollam City	56	173	6	7	0	219	84	545
5	Kollam Rural	52	217	6	19	0	187	75	556
6	Alappuzha	48	201	6	12	0	154	46	467
7	Idukki	84	181	10	13	0	108	56	452
8	Kottayam	48	154	9	23	0	135	36	405
9	Ernakulam City	51	139	8	19	0	124	178	519
10	Ernakulam Rural	79	177	8	22	1	145	199	631
11	Thrissur City	45	104	4	12	0	91	147	403
12	Thrissur Rural	68	272	12	17	1	314	291	975
13	Palakkad	72	144	16	21	1	361	79	694
14	Malappuram	129	321	3	30	0	494	497	1,474
15	Kozhikode City	33	127	9	12	2	180	227	590
16	Kozhikode Rural	50	239	13	5	0	255	169	731
17	Wyanad	104	142	6	5	0	109	49	415
18	Kannur	56	219	13	11	1	234	323	857
19	Kasaragod	55	152	8	7	0	129	202	553
TOTAL		1263	3952	177	260	7	3664	2994	12317

Source: State Crime records Bureau

As per the records, for the year 2014, the highest no of crimes reported is cases of domestic violence, cruelty by husbands and relatives which is 4810 cases. Among the reported crimes dowry death holds the lowest number of cases with 19 in number followed by the crimes molestation (4291 cases), other offences (2974 cases), rape (1284 cases), eve teasing (247 cases), and kidnapping (144 cases).

From 2014 -15 there is changes in no. of cases on each crimes. In 2015, crime rate for molestation case became high (3952 cases). Least reported cases in 2015 is on dowry death (7 cases) followed by domestic violence (3664 cases), other offences (3016), rape (1263 cases), eve teasing (265 cases) and kidnapping (177 cases).

From the year 2014 to 2015, there is decrease in the total crime rate. As per the report, there is a decrease in rate of crimes for domestic violence (1146 cases), molestation (339 cases), rape (20cases) and dowry deaths (11 cases) whereas an increase in crime rate is reported for kidnapping (33 cases), eve teasing (260 cases), and other offences (20 cases).

2.3 Towards gender sensitive policing

Violence against women and girls is an extreme manifestation of gender inequality and systemic gender-based discrimination. The right of women and children to live free of violence depends on the protection of their human rights and a strong chain of justice. However, female victims are still hesitant to file complaints with the police owing to issues such as lack of legal literacy and awareness; inadequate financial resources and loss of a faith in a justice system that is fraught with delays. In Kerala, there are several social security measures, financial assistance in the form of pension schemes for widows and the destitute's greater mobility, education, and grassroots movements that have contributed to a more positive picture with regard to women's development. Even so, the rates of offences are high. Accessibility of women dwells on the actions of the police force since it can be described as the 'first window of the criminal justice system.' Inclusion of women in such a system is an inevitable move in the present scenario and gender sensitization among police personnel is crucial.

Women's physical security is therefore an essential prerequisite to their effective participation in peace-building. The challenge of making public and private life safe for women falls on many public institutions, amongst which police services are central. With proper support, reformed police services can play a central role in promoting women's peace-building work.

3.Method

Crimes against women and children are increasing at local, regional, national and global levels. The UN Declaration on the Elimination of Violence against Women (1993) states that "violence

against women is a manifestation of historically unequal power relations between men and women, which have led to domination over and discrimination against women by men and to the prevention of the full advancement of women.” The safety and security of women and children has become a serious challenge for all. Though we are trying to bring all women into the mainstream of all spheres, it’s actually women and children who are subjected to inhuman treatment.

Kerala, one of the most developed states of the country in terms of human development indices, is unfortunately no exception in the matter of crimes against women and children. The State is taking measures to stop the crimes against women and one of the important breakthroughs is the changing attitude of the police personnel towards the victims and the complainants. Janamaithri Suraksha Project of Kerala state is an effort with an aim to bridge the gap between the police and public on countering crime and anti-social activities and has given adequate thrust to the issues related to women and children. The present study is also part of the process to increase accessibility of women to police stations and to improve the sensitivity of police personal towards women and children.

3.1 Objectives of the study

The objective of the study is to assess the accessibility of women to police offices and to explore the ways to improve the sensitivity of police personnel towards women and children.

3.2 Sample- Universe.

The universe assigned for the study is Kannur Police district of Kerala State. Kerala state has been divided into 19 police districts which comprises of south and north zones. There are 55 subdivisions with a total of 502 police stations across the state.

Kannur police district has four sub divisions, viz., Kannur, Thalasserry, Iritty and Thaliparamba, headed by a Deputy Superintendent of police. Kannur subdivision has a total of eight police stations of which five are Janamaithri Police stations.

Thalasserry subdivision has nine police stations of which three are Janamaithri police stations. Iritty has nine police stations of which six are Janamaithri police stations. In Thaliparamba, there are nine police stations of which four are Janamaithri police stations. There are three circle inspectors in each subdivision, except in Thaliparamba, where four circle inspectors are in place.

3.3 Sample- Population

The aim of the study is to find out the problems and issues of women and children to access police offices. It is essential in this context to have detailed interview with the women complainants / petitioners to have a clear understanding based on their experiencing while accessing police offices. It is also needed to have detailed exploration with the police personnel and others who have a direct contact with the complainants and police personnel. Hence the sample comprises of women victims, police personnel who have a direct link with the complainants, activists etc.

3.3.1 Category 1: Complainants.

Accessibility of women to police offices is one of the main objectives, women complainants are taken as the primary group for data collection. As per the details submitted from the district police authorities, there were 720 cases registered by women and children in Kannur police district from January 2014 to June 2015. The highest number being registered at Peringome police station area with 50 cases and lowest being one case each at Payyavoor and Maloor police station area.

Total number of registered cases	: 720
Proposed target for interviewing (20%)	: 144
No of cases screened	: 288
Complainants shifted houses	: 025
Complainants not at home	: 082
Complainants who are employed	: 016

Complainants who are not willing	:014
Complainants who could not be located	:012
Actual number of complainants interviewed	: 139

In anticipation of the difficulty in finding the registered complainants, it was decided to screen 40% of the registered cases with an assumption that the team could get 20% as sample size. Due to various factors as stated above the team could interview 19.30% of the registered cases which is more than the minimum required number and will definitely has a cross representation of the complainants. Simple random sampling technique was used for the selection of the complainants.

The research interviewed 139 complainants from different police station limits in Kannur police district. The profile of the respondents presented in table no 3 indicates that 37.41% of the complainants being the highest group belonging to the age range of 30 to 39 years. 11.51% of the complainants are in the age range of 50-59 years category. Another 7.90% belong to less than 19years of age group. A fair majority (57.55%) of the respondents is having 10th standard education, and 19.72% are with plus two as their educational qualification. It is also noted that only one person having post graduation from among the 139 respondents. Does it indicate that education may be helped in better adjustment or can be attributed as good managers? While reviewing the marital status, 46.04% of the respondents are married while another 23.02% are living separately. Social status indicates that the majority of the respondents belongs to OBC category. It is also observed that 50.35% of the respondents are having less than Rs. 10000 as their annual income which can be considered authentic information though.

3.3.2 Category 2: Police personnel

The police force of the Kannur district is headed by the Superintendent of police with nine deputy superintendent of police, fourteen circle inspectors, ninety four sub inspectors, forty three ASI, 396 SCPO's, 1147 CPO's, one WCI, five WSCPO's and 232 WCPO's as team members. Sensitivity of police personnel towards women

and children is the thrust area to be studied for making any changes in the gender sensitivity issue. As directed by the Nodal officer, Janamaithri Suraksha project, decided to interview 50% of the participants who attend the training programme on gender sensitivity at district level. As per the registration there were 500 participants in the five training programme organized at district level. Category wise details of respondents interviewed are as follows.

CircleInspectors:	06
Sub Inspectors:	28
Assistant Sub Inspectors:	29
SCPO:	48
CPO:	98
WCPO:	78

A total of 287 police personnel were randomly selected from among the participants through random sampling method. The sample size estimate to be 56% of the total number of participants attended the training programme and 15% of the total number of police force in the Kannur police district.

The profile of the police personnel shows that 68.64% of the respondents are in the age group of 36 to 45 years. The same trend observed in all categories of police personnel. With regard to educational qualification, 51.22% of the respondents are having graduation as their qualification. Irrespective of the designation, all the category of respondents is having higher number of members with graduation as their educational qualification. 11.50% respondents are with post graduation as their qualification. Majority of the respondents are having more than 10 years of experience in various capacities on the other hand 6.62% of the respondents are having less than one year experience in the profession.

3.3.3 Category 3: Women Activists

The third categories of the respondents are women activists. It is difficult to select activists on a district wise basis as their operational area spread across the State. The research team identified 10 women activists who are residing in Kannur district and who are having a direct role as activists in supporting women and children in Kannur district. Of the total ten respondents, seven members are in the age group of 40 to 49 years, and another three

respondents are in 50+ age group. Four respondents studied upto tenth standard, four of them are having graduation and another two with LLB as their educational qualification.

3.4 Methods of data collection

Semi structured interview schedule, telephonic interview, and focus group discussions are the methods used for collecting the data. The interview schedule as a guideline for collecting the data was provided by the nodal officer of Janamaithri suraksha project. Since the study is being carrying out across state, the interview schedule provided from the state was used for carrying out the interviews and for conducting the focus group discussions to maintain uniformity and to make comparisons as and when required.

In-depth interview was conducted with the complainants/ petitioner at their residence by the trained team of researchers. Detailed interviews were carried out with police personnel at the narcotic cell premises during the training days. In addition focus group discussions were also performed for police personnel. Telephonic and detailed interviews conducted for the women activist in the district.

3.5 Research Team

The study being a qualitative research requires extensive travelling and time for carrying out indepth interviews, it is essential to have good team with sufficient manpower to complete the process. Research team comprises of a principal investigator, five research officers and 19 research assistants.

3.6 Organogram

Principal investigator

Research Officer - Research Officer - Research Officer - Research Officer - Research Officer

Research Assistants (19 Nos)

3.6.1 The Research Team

The research team comprises of 25 personnel headed by the Head of the Department, four full time research scholars in Psychology and two faculty member functioned as research officers to monitor the data collection at field level and for data tabulation. In addition 19 post graduate students in M Sc Clinical and Counselling Psychology programme of School of Behavioural Sciences, Kannur University functioned as research assistants to document the interview details at field level.

3.7 Training and orientation

Though the research team members are well versed with the various techniques of data collection, it was decided to organize two day training for the entire team to refresh and get equipped for the data collection at field level. The two day orientation mainly focused on four sessions with three hours each.

The two day training cum orientation programme helped the research team to equip themselves. In addition, it is essential to have uniformity in placing the questions and probing, conducting the interview, documenting the information etc, especially in a study on gender sensitivity.

3.8 Pilot Study

Immediately after the training cum orientation, a team comprises of two persons headed by the research officer and assisted by a research assistant were sent for a pilot study at selected police station jurisdiction with prior intimation to the police officer concerned. Kannur city, Payyannur, Dharmadam, Kadirur, and Iritty are the police stations selected for pilot study to have geographical representation and to have a better understanding about the socio cultural frame of the complainants. Based on the observations of the team, necessary suggestions were given to the team.

3.9 Data Collection

The respondents of the study belong to different categories and needs different methods for data collection, decided to roll out in three phases.

Phase 1: The first phase of data collection focused on complainants as they are the primary target group. The randomly selected complainants' details were collected from the respective police station by the research team. One WCPO was assigned to accompany the research team to reach out the complainants at their houses. The complainants were briefed about the purpose of the study and obtaining the informed consent. The research team comprises of one research officer and one research assistant for carrying out the interview. The WCPO was not permitted to be part of the interview process and instructed to be away from the interview premises to ensure proper responses without any difficulty. On an average it took one hour to complete the interview process per person. Interviews were conducted simultaneously at different places by the trained research team.

Phase 2: The second phase of data collection focused on the police personnel who were deputed for attending the sensitization training organized at district level as part of the process. There were five such training programs organized at district level. Interviews of these personnels were then conducted at Narcotic Cell and Vanitha Cell premises in the selected room without any distraction. Interviews were conducted individually to elicit the information and took 45 to 50 minutes complete the interview with one person. The subjects were randomly selected and assigned to the research team. In addition Focus group discussion were also conducted with eight participants belonging to the same category to elicit and validate the information collected through the interviews.

Phase 3: Judiciary officers and women activists being the third category of respondents and considering the difficulty in getting their valuable time within the time limit specified for completing the study, decided to conduct direct interview wherever possible and also to conduct telephonic interviews.

3.10 Data processing

The data collected were screened on a regular basis to ensure that all the information were captured and entered in the respective places. Study being a qualitative one, the information has to be coded for quantification and for data analysis.

3.11 Ethical issues

History has shown that we are capable of causing harm and violating basic rights of other human beings in the name of science or research. This being a major concern the ethical principles were followed as specified at national and international level.

The respondents were briefed on the purpose and objectives of the research and the details were collected only with their full consent and knowledge. The data gathered from the respondents were kept under strict conditions of confidentiality. Personal details like name and address were not recorded to assure anonymity, whenever insisted by the respondents.

4. Findings - Complainants/ Petitioners

In-depth interviews were conducted with randomly selected complainants to elicit information related accessibility of women to police offices and how to improve the sensitivity of police personnel towards women and children. Accessibility and allied aspects and responsiveness of police are the two main areas covered during the interviews. Responsiveness of police was again categorized into two as at FIR stage and during investigation to elicit detailed information. The collected data were quantified and presented in tables and graphs along with detailed description of the qualitative information.

Part 1: Accessibility and allied aspects

Was it your first instance of visiting police station?

When the moment of difficulty, danger, or crisis, and when a citizen does not know, what to do and whom to approach, the police station and a policeman happen to be the most appropriate and approachable unit and person for him. The police community are expected to be the most accessible, interactive and dynamic organization of any society. Therefore the role and function of police in general needs to be known in any circumstance. The experience of being in the police station will be of great importance especially in the first visit.

Was it the first instance of visiting police station?

Yes		No			NA
105 (75.54%)	<u>2nd time</u>	31 (22.30%) <u>3rd time</u>	<u>Several times</u>	3 (2.16%)	
	22 (70.97%)	3 (9.68%)	6 (19.35%)		

For majority (75.54%) of the complainants it was the first instance of visiting police station. 22.3% visited station before for one or other purpose. Out of this 22.3% those who visited earlier, 70.97% walked into station for the second time, 9.68% for the third time and another 19.35% had gone several times. There are yet another 2.16% of the female victims who had not even gone to police station earlier. Majority of the respondents are with first experience in police station, the responses may be of great significance in the present study.

Did you go to police station alone?

People in general are having a fear to visit or approach police stations or personnel due to fear related to various aspects. This might be due to the impact of print and visual media. In addition, direct and indirect experiences may also have helped them towards forming an attitude to police station and personnel. Direct contact with police can determine changes in attitude in further visits. This emphasized the importance of direct interface with the police as a determinant of attitudes toward the police force.

Majority of the complainants had visited police station with an accompanying person. That is 85.61% had visited station along with either relatives, politicians, neighbors or others. Among the 85.61% a great majority took relatives with them to station. Relatives hold 83.19% whereas politicians and neighbors were only of 5.88% each. Another 2.16% has not gone to police station for any purpose as it was either court endorsement cases, or police had been to their place to take information or relatives filed complaint. It is interesting to note that 12.23% of the respondents visited the police station

alone and it might be due to the belief in police offices or even attributed to the positive attitude towards police department.

Who prompted you to give a complaint to the Police Station?

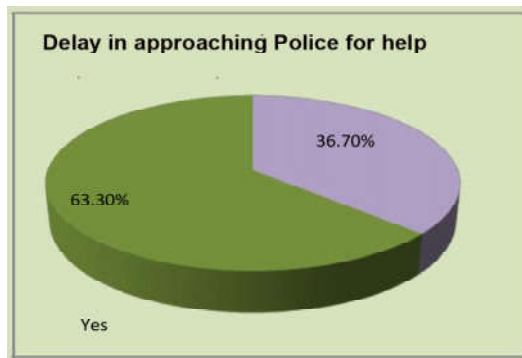
In the present scenario, majority of the females in Kerala are educated which leads them to be self dependent and to voice out when in need. However, not everyone is capable of expressing out their sufferings even though self expression is expected. Some remain passive and submissive, unless someone points out or motivates them to voice out. Majority of the women are vulnerable to violence and they won't be able to recognize that it is a complex problem, unless someone extends help. When feeling low, friends and family can be vital sources of support and can help them cope with stressful situations in difficult times.

When you meet obstacles along the way, there could be the tendency to quit unless you know how to motivate yourself. You must be able to keep your spirit high, no matter how discouraging a situation is. Almost half of the victims have decided to stop being victimized as they happened to recognize the situation and took decision to avail help (49.70%). Self motivation is the reason for giving a complaint and seeking help from police station. Majority of the complainants are the first time visitors of the police station and half of them reported complaint as they are self motivated, which is a good sign of the general public's perception about the police offices in the district. The rest of the victims are inspired to file a complaint by many sources. 33.34% of the female's relatives' had to play a role to bring them on to file a complaint. Politicians (5.26%), friends (2.92%), and child line members (1.75%) have also influenced to register a complaint. Others those who have triggered victims for redressing their sufferings include masjid committee, vanitha commission, teachers, neighbors, church priest, sports council, public and advocate.

Was there any delay in approaching the police for help?

The delay in registering a complaint or seeking help from the police department always affect investigation and also ends up in

damaging or even removing the evidences by the accused. For a victim, she will be under severe stress due to the unexpected incidences and even may not have the capacity to think about giving a complaint. In addition, the fear towards the police and anticipated consequences may also have influenced the process of seeking help. Identifying whether there is any delay in approaching help and also the reason might be helpful for developing appropriate strategies.



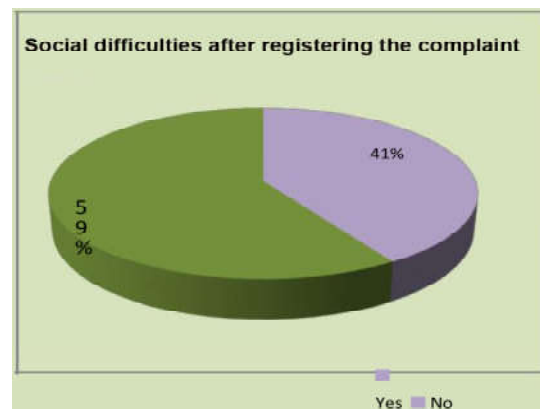
Majority of the victims (63.30%) have filed case without any delay and it is also a good indication of confidence in seeking help from the police department. This may also be due to the impact of education and awareness among the general public in Kannur police district. On the other hand 36.70% has reported that, there was a delay in approaching police for help. Delay caused in contacting police will adversely affect the complainants in getting justice and create a platform for escaping the accused from punishment.

The complainants who delayed in approaching police for help came with different explanations. The grounds on which the holdup went on were mainly due to hope of redressal through negotiation (37.83%). It can be read out in this way that certain orthodox ideas are still prevailing around that it is the concept that females must adjust to anything that happens in a family life. May be the victims delayed because of the hope of getting patched up through conciliation. Another factor that made them postpone was fear of ridicule by friends and family (24%). Another 18.91% respondents spoke about the threat from the part of accused by filing a counter petition. Yet 16.21% told about social stigma which included the fear of police, fear of getting the news published in newspapers, fear of

negative comments by others and was also anxious about seclusion in the society. An additional few did not file a complaint as they waited to collect evidence against accused. The reasons as stated by the respondents are actually providing a good platform for the accused to escape from the punishments and to continue with the same activities. The public in general should be empowered in such a way that they need to approach the police for help without any delay.

Did you face social difficulties after registering complaints?

The response from the society is one among the serious issue faced by those who are filing complaints through police station. Social perception about the concept itself has to be changed in such a way that the police source is for the public to ensure their safety and protection. Even the higher literacy rate and other socio cultural factors did not help in reducing the social stigma faced by the women complainants. An attempt to find out whether there is any social difficulties experienced by the complainants after registering the complaints will be helpful to find out the ways in which community reacts to a women complainant.



Response indicates that 59% of the complainants did not face any social difficulties. At the same time 41% have reported that they had to face many social difficulties after approaching police for help. The response or even the fear of anticipated response from

society at large is a major reason for the delay in seeking help from the police. Social stigma attached to police offices has to be changed and it should be a combined effort from the police department to change their approach to police through whom the wrong perceptions could be changed and mediated to generate mass campaigns addressing the myths attached to the department. Out of those who had to face difficulties, 37.31% faced ridicule from the part of friends, neighbors and society. They had to publicly face insults. Few others had to face threat from the accused to withdraw case (20.89%). While another 16.41% had to come up with the indifference in approach of the relatives. 8.95% told that they felt differences in neighbors' behaviours towards them after filing complaint and have developed hatred towards complainants. The minority victims had heard aspersions against them which were casted upon by accused and society. Thereby the natives had made the case a complex one. Adding fire on to the problems that they face the response from the society leads to unnecessary psychological tension for the complainants.

Did you have any idea about procedures in the police station? (Legal literacy)

Legal literacy is that where one needs to have some broad information about legal provisions and processes. Legal rights and procedures in the police station are those that every woman must be aware of. This will facilitate the process of seeking help as and when required.

Having a better understanding about the procedures is essential and higher literacy rate of the state may reflect in the legal literacy too. In addition, a good number of programmes are organized by different government and non government agencies for providing legal literacy and legal aids to the public.

Majority (86.33%) of the female complainants have no idea about the procedures at the police station. The complainants used to avail support of someone who has an idea about the process. As such only 12.23% women complainants have knowledge about the process and procedure at police station which might be due to the exposure with police station during their previous visits. The general public should be made aware of the procedures at police station and which might help them to stand for their rights.

Still there is very small percentage of victims (1.44%) who knows the procedures to some extent but do not have a clear picture about what exactly is the course of action at the station. The importance of disseminating information related to the procedures at police station need to be given to the complainants on their first visit itself. This may be the responsibility of the police personnel at respective stations. Imparting knowledge about the process and procedure is the stepping stone for sensitizing the public and the police personnel. A leaflet containing the procedure and all relevant details could be handed over to the complainants and the importance of the same has to be informed to the police personnel during the training sessions.

Do you feel that you were not treated properly in the police station because you are women?

Gender mainstreaming is the public policy concept of assessing the different implications for women and men of any planned policy action, including legislation and programs, in all areas and levels. Mainstreaming essentially offers a pluralistic approach that values the diversity among both men and women. The gender equality and women's empowerment mandate is universally agreed upon - Gender mainstreaming aims to transform discriminatory social institutions, laws, cultural norms and community practices, such as those limiting women's access to property rights or restricting their access to public space. An attempt was made to find out the real experiences of a complainant at police station while seeking for help.

Majority of the respondents (81.29%) feels that they were dealt properly at the police station and no discrimination was shown to them. The police team of Kannur district need special appreciation for giving acceptance to the women complainant seeking help from police station. The effort taken by the police department through gender sensitization programmes might have created an attitudinal change among the police personnel.

While 16.55% feels they were not treated properly in the police station just because they are women. Organizations like police station that are committed to universal human rights have a responsibility to ensure their work to be respected and promote

human rights. Those who expressed their distress in the approach of police felt they were not given proper care being a woman. Though a lesser percentage, it has to be addressed as the message may transmit to thousands of people.

Are you satisfied by the action taken by the Police?

The satisfaction of the complainants is always based on the action taken by the police in their complaints. Since it is always a grievance from the part of the complainants, they do expect a quick response due to their anxieties in connection with the issue.

Most of the respondents are satisfied with the action taken by police. 56.84% of complainants feel that the action taken by police is as they expected while lodging the complaint. At the same time 41% of the complainants feel dissatisfaction and frustration in the action taken by police. The reasons for the distress were stated as partiality from the part of police towards accused, the interest of police in financial bribing, and ignoring the issue by making it less serious. Still a 2.16% says they feel the action was satisfactory to some extent.

Part 2 : Responsiveness of police - At FIR Stage: When you went to police station did you have to wait?

Any person, irrespective of the gender, approaching the police offices for help need to be addressed immediately. A warm welcome, patient listening, and if needed requesting them to wait etc will have a positive impact among the public. When people are having confidence in the system they won't be having any difficulty in approaching police offices when in need.

Most of the complainants (61.87%) reported that they were attended immediately by the concerned officers without making them wait. They could converse easily their concerns as the concerned person was giving importance to them. 35.97% of the respondents reported that they had to wait at the station to see the station house officer. Either the S.H.O was busy with some other customers or he was not there at station. Another 2.16% of the respondents didn't go to the station nonetheless their relatives filed complaint.

While those who had to wait at the station to inform their grievances it was enquired as to how long they had to wait there. 23.91% of the complainants reported that there was a delay of about an hour to attend their complaints. Another 26.08% recollected them being waited at station for about 2 hours. 23.91% and 26.08% waited for 3 and 4 hours respectively. Waiting at police station for longer hours especially when approaching for help will be an added discomfort for the complainants. Further the presence of women at police station for longer hours will make the other police officers also to intrude into the details of their visit to the station. Enquiring the details of the problem by many people and the complainant has to explain the details again and again. The police officers need to give priority for women complainants without making them wait for longer period. Even specific orders had to be issued for the same and to ensure that it is implementing at stations.

Did police register FIR immediately?

The police cannot refuse to register an FIR even if a considerable period of time has elapsed since certain cases need immediate attention like incident of rape or molestation. Being a responsible citizen of the country, and also being responsible for the protection and security of the general public, police personnel need to register the FIR immediately. The information related to the registration of FIR has to be given to the complainant. Any attempt to settle the case from the part of police personnel is an offence and should not be entertained. This is also essential for building confidence among victims to law and order of the state.

69.07% of the women complainants reported that the FIR was lodged immediately by the concerned police personnel. At the same time 17.26% of the complainants informed that their complaint was not registered instantly but it took time which ranged from few hours to several days. There are another 13.67% who don't know whether an FIR was lodged then or not. This may be because the accompanying person with the victim might have taken care of those procedures at the station. And the victim thus was unaware of it. Or may be in the severity of trauma these few might not have left attention to it.

While probing into the details of the time taken to register the FIR, 53.23% of the respondents stated that the same was done within an hour. 15.10% of the complainants stated that they had to wait more than an hour, up to four hours for 2.87% and upto six hours for another 2.15% of the respondents. For these it was all in hours time but there are yet another few who had to wait for the next day(6.47%). 9 victims recollected that FIR was registered several days after they met station house officer. There might be several reasons for the delay in registering the FIR, but at the same time inordinate delay stated by the majority respondents has to be avoided.

Did the police take down patiently all the details of the case?

The verbal and nonverbal communication during the initial interaction is crucial to the complainants and to the police personnel. Patient listening and noting down the details without being any prejudice will increase the confidence in complainants in approaching the police offices for help. The comfortability and the direct experience with the police offices and personnel will help the complainant to form a positive attitude.s

Did the police take down the details patiently?

Yes	No	Don't know
125 (89.93%)	9 (6.47%)	5 (3.6%)

Majority of the complainants (89.93%) reported that the police took down their complaints and other details patiently. It is also stated that, the police officer offered them seat, welcomed very warmly, consoled them, took down details tolerantly. The approach of the police personnel towards the women complainants is worth mentioning as the majority of the respondents are happy with the way in which they are treated at station. On the other hand a minority (6.47%) reported that police officer was impatient and disappointing; and was interrupting unnecessarily while the complainant narrated the issue. It appears that the officer recording the statement has not paid sufficient attention.

While questioning did the police officer use any indecent language?

The impact of verbal communication in building relationship and even for understanding persons are well documented through research studies. People's belief about the typical style of communication used by the police personnel was further promoted and strengthened by media. An attempt was also made to find out the indecent language of police personnel when interacting with the women complainants at police station.

As it is in the case of the comfortability of the women complainants at police station, it is also expected that there wont be any difficulty in interacting with the police officers. Good majority of the respondents are (81.29%) informed that the police did not use any offensive language but were very well-mannered and courteous. The efforts taken by the department to streamline the process and developing a community friendly policing is materializing as it is indicated by the words of the complainants. A marginal percentage of police officers still remain impolite and rude. Few victims (15.83%) are sufferers of such ill mannered police officers attitude. Even a single person can ruin the reputation of the system as it is usually gained popularity through media. Proper recognition to the complainants through people friendly communication is needed when with women complainants.

Were you questioned by a woman police officer?

The presence of women police officers at police station was a major concern and need raised by the women's organization and various measures were initiated to address the concern. In majority of the police stations' there are women police personnel, though limited in number. It is an accepted fact that the women complainants are more comfortable with women police officers to disclose the details without any apprehension and to seek help.

Majority of the respondents stated that they were not questioned by a women police officer. That is 69.06% told that male civil police officer attended them in addressing their issue even when women officer (WCPO) was present at the station. Despite the presence of women police officers, male CPOs was handling the

cases. When probed, the complainants expressed that they expected WCPOs to attend them as they are more comfortable with them to open up freely. Male officers are not much comfortable for the complainants to share the feelings. It is also stated that WCPO's are there in majority of the stations, but remained silent and did not converse with the complainants. At the same time 28.79% told that women police officer questioned them and took necessary steps needed. 2.16% of the victims did not go to the station and thus don't know about as to who attended the case. It is necessary that the WCPOs must be placed in every station and they need to take the details from the women complainants.

Did the police seize all the material evidence like clothes etc immediately?

Physical evidence can be anything from massive objects to microscopic items, generated as part of a crime and recovered at the scene or at related locations or collected by victims. Physical evidence plays a pivotal and an especially valuable role. With the exception of physical evidence, all other sources of information suffer from problems of limited reliability. Physical evidence, when it is recognized and properly handled, offers the best prospect for providing objective and reliable information about the incident under investigation.

The data indicates that 48.92% of the complainants are of the opinion that the police collected material evidences then and there. On the contrary, 32.37% of the complainants responded that the police did not seize any evidence. They said police did not talk about the evidences related to case. There are 18.71% of victims who comes in the 'not applicable' category as either their case has no direct link with material evidences.

Did the police tell you about preserving and seizing the material evidence?

Recognition, recovery and preservation of physical evidence are the central part of the work at the scene. It aims at locating and identifying a maximum of potentially relevant evidence, selecting appropriate recovery methods and to preserve the material evidence.

When the respondents were asked whether the police have informed about preserving the material evidence, 40.28% answered favorably. They were informed by the police about the recovery and preservation of the materials and seizing of it. While 20.86% were not informed about the matter. However, the value of even the most carefully recovered and preserved evidence can be lost if the chain-of-custody is not properly maintained. The victims weren't informed by the police about the same. "Chain-of-custody" is often recognized as the weak link in criminal investigations. It refers to the chronological and careful documentation of evidence to establish its connection to an alleged crime. From the beginning to the end of the forensic process, it is crucial to be able to demonstrate every single step undertaken to ensure "traceability" and "continuity" of the evidence from the crime scene to the courtroom. Communicating and sharing the information with the complainants may also contribute in gender sensitization process. Further a 38.86% falls under not applicable category as either they have no evidence related issue in their case or they don't know or they are not able to recollect that information.

Did the police send you for medical examination, immediately?

Medical examination is a crucial piece of information which is required for collection of medical evidences, their documentation and interpretation in court. During examination of an accused of alleged sexual assault preservation of evidences is an important task. Likewise accident cases, domestic violence and other issues require medical attention. All of the evidence collected in a forensic examination can be used to either corroborate or clarify the victim's account of the assault.

Only 27.33% of the complainants are of the opinion that the police after attending their issue had sent them for a medical examination. Medical examination becomes more valuable where there is no other witness to the incident. Almost same percentage of other victims has told that they weren't send for an examination. Despite law of commission of India has recommended amendments to ensure medical examination after a rape or other sexual assault

the police officers, at times, have failed to do so. This could result in acquittal of the accused as delay or no medical examination will lead to lack of evidence in the court of law.

Did you get a copy of FIR?

An FIR is a very important document as it sets the process of criminal justice in motion. It is only after the FIR is registered in the police station that the police take up investigation of the case. It is the responsibility of victims to ask for the copy of FIR as it is their right to get it free of cost. And at the same time it is the duty of the police personnel to provide a copy to the complainants and to explain the details.

In the case of receiving the copy of FIR mixed response has been obtained. 42.45% did not receive copy of FIR while 41.01% has received a copy. At the same time the rest of the complainants were ignorant about the FIR itself. Since majority of the respondents didn't receive the copy of the FIR, the same has to be ensured by the police personnel. The importance of the handing over a copy of the FIR and it will help the complainant to have clear understanding about the way in which the police officers grasp what has been communicated.

B: Responsiveness of Police – During Investigation

Did investigating officer show any urgency/ seriousness in dealing with your complaint?

An investigation relies heavily on the skills and professionalism of the investigator. The right person with the right efficiency who deals the case with its gravity is essential along with development and support of investigators to improve their skills and effectiveness. Decision making in a case involve the degree of earnestness an officer puts in. The way in which the investigating officer and his team dealt with the complaint will always have an influence on the complainant.

Most of the respondents acknowledge the fact that the investigating officer has shown seriousness in dealing with the complaint. Police officers who take things at its severity make things fruitful. 68.34% of the complainants express their satisfaction.

They also informed that while narrated the issue police officers listened to them seriously and took all details which were necessary. This indicates that the officers are giving due importance to the complaints of women and in a way they are gender sensitized. There are 29.50% of the victims who are not satisfied with the way police took up their case. Of the total respondents, 41 persons were not happy with the way the officers handled the case. The police officers need to have a serious approach when dealing with complaints especially when with a women complainant.

Those who are not satisfied have listed their observations as to why they felt so as police blamed the victim for the issue and asked to withdraw the case. 15.84% felt that police forced them to settle the case and was discouraging them. 13.41% express their strong disagreement with the actions of police as there is no progress in case. They are of the view that if police took the case with the seriousness it ought to have victims would have got justice by then. Some of the victims when probed told that financial and political influences (10.97%) are the chief factors that are creating hindrances to the duty of police. That is when accused impart influence in the ruling party and those who are financially sound persuade police. While briefing the issue police kept interrupting unnecessarily (8.53%) and the victims view this as police took the issue lightly (6.09%) and this might be also due to influence from the part of accused. That is the reason victims point out for police protecting the accused (4.87%). In some cases the factor making the respondents (8.53%) dissatisfied was that the accused had not been arrested on time. As per victims when there were sufficient grounds to arrest the accused police did not do it and the complainants lost their belief in police offices. These responses have to be considered as the concern of the women complainants in Kannur police district. Proper orientation to the police officers at stations and periodic monitoring from the part of higher authorities may address the issue. Periodic refresher training to be organized on gender sensitivity which includes topics related to feminine psychology, attitude, etc.

Did the police personnel attempt to elicit all complaints from you after registration of FIR?*

Being a victim of violence against women, the complainant may not be in a position to respond or reveal the issues to the police personnel. It may also be done by the police officers by providing a congenial environment to share the details. The complainants may not be aware of the IPC sections or which are the one that are important for investigation etc. and an effort from the part of police officers to elicit information will help the complainant to disclose without any difficulties.

As per the data, 69.78% of the complainant report that the officer concerned elicited all complaints immediately after the registration of the FIR where as 25.18 % respondents are of the opinion that the officers did not elicit information after registering the FIR. Further explained that they met police officers only at station and thereafter no one came to their house or they were not called upon to station to bring out any missing information. 5.04% of the respondents on enquiry told they could not recollect any such information eliciting process from the part of police.

Did the investigating officer question all the witness in the crime?

A witness is a person who gives evidence usually in court regarding a crime that has occurred. Witnesses play a very vital role in helping the police to deliver justice and solve crimes. Usually the witnesses are the supporting source for the complainant to prove their claim against the accused and questioning the witness by the police personnel increase their confidence to approach for further help.

More than half of the respondents (56.12%) informed that all witnesses were questioned by the investigating officer. Whereas 25.9% said that witness were not questioned to collect more evidence in the case. However, 17.98% reported that they don't know whether questioning was done or not. The results shows that only half of the respondents are satisfied with the process and the rest of them are of the opinion that questioning of witness was not done. When a complainant informing about the witness, it is the

responsibility of the police officer to ensure that the details are collected from the witness.

Was the accused arrested?

For a complainant, arresting the accused will be of greater relief as it is the first stage of justice, provided there should be ample evidence for the police personnel to do so. The information regarding the arrest may also help them in increasing their morale.

Only 35.97% of the complainant confirmed that the accused was arrested. Knowing that the accused is arrested will increase the confidence in the police personnel and have feeling that justice is not denied for them. 7.91% of the victims doesn't know whether the accused was arrested or not. The majority with 56.12% responded that the accused was not arrested and the following are the reasons for not arresting the accused as stated by the complainants.

Political influence (26.31%)

Availing anticipatory bail (20%)

Accused absconding (17.89%)

Financial influence (14.73%)

Accused went abroad (5.26%)

Don't know (15.81%)

The respondents are able to point out that the accused was not arrested due to some specific reasons as stated above. This has to be cross checked for authenticity of the information, which is beyond the scope of the present study. Since half of the respondents are informing that the accused is not arrested, it is essential to know the reasons for not arresting from the investigating officer. Whatever be the explanation, it is the responsibility of the investigating officer to explain the facts to the complainant. Registering a complaint and not getting any support or services from the police department is painful for the complainant, if the cases are genuine. Being a women complainant, she needs support from the police department as she is fighting for justice without any strong support from family, society

etc. Superior officers are to monitor the process and have to ensure that the justice is not denied for the complainant.

Did the investigating officer question the accused?

After registering a complaint it is the responsibility of the investigating officer to enquire the complaint in detail. It is also part of the investigation that the accused need to be questioned to find out the real facts about the complaint.

To hear the version of the accused and to make a decision in investigation process questioning of the accused is essential. 60.43% of the complainants know that the accused was questioned after their complaint. As mentioned in the previous question 56.11% respondents stated that the accused were not arrested and here 60.43% of the respondents clearly indicated that the accused were questioned. There need to have a further exploration as there exists a discrepancy between the number of accused questioned and arrested. The women complainants need to be motivated to approach police for help and to register complaints if their rights are being thwarted. This is possible only through a sincere and committed effort from the police personnel by providing justice to the complainant. It is also observed that 15.83% respondents reported that the accused were not even questioned. The sensitivity of the police personnel towards women and children seems to be revalidated. The programmes for sensitizing the police force on gender issues may not be successful as it is expected.

Do you think the investigating officer has collected all the material evidence involved in the crime?

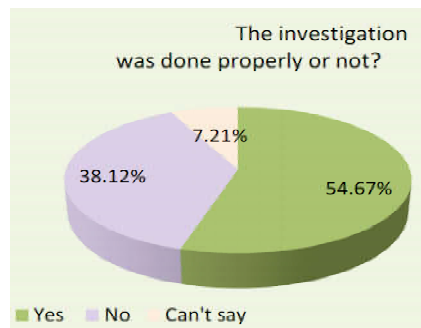
Collecting the material evidence involved in the crime is essential for the process of providing justice to the victim. The process of collecting material evidence is actually painful for the victim as it is to recall the incidence again and again. Being a responsible and service oriented police officer, he/ she have to collect all possible material evidence in support of the case and to provide justice to the victims.

Majority of the victims responded favorably that the officers have collected all the material evidence. Relevant evidence that is present

contributes to the smooth processing of case and to provide justice to the victims. 55.39% of the respondents are of the opinion that the investigating officer collected the material evidences involved in the crime. On the other hand 26.62% don't know whether the material evidences are collected or not. It would be ideal, if the law permits, to make the victim aware that the material evidences are collected and it can also be verified with the help of the victims. This may help the victims to build up trust in the investigation team and may also help in developing a hope to get justice. Even after the implementation of the law and special consideration for women complainants, 17.99% of the respondents are of the opinion that the material evidences were not collected.

Do you think the investigation was done properly?

The police officers must respect human values and human dignity and should know that powers are vested in him to discharge his duties legitimately but not to arrogate to satisfy his ego and vanity. To provide justice and to ensure protection from the accused, the investigation has to be done properly. The complainants' perception on the process of investigation is essential to have better understanding of the situation at Kannur police district.



Majority of the respondents are (54.67%) satisfied with the way in which the investigation carried out by the police officer. The satisfaction of the victims in the process of investigation will automatically increase the belief in police department. Even the same will be reflected in their communication to the others, and an indirect effect is that people, especially the women and children, gain confidence in police personnel through which the real gender sensitization take place.

Recognition and appreciation needed for the police personnel and the team who are doing sincere effort to provide justice for the complainant, without having any bias and not being influential by any type of force. This will have direct impact on the police force and an indirect impact to those who are influential by material possessions.

It is also observed that 38.12% of the respondents are not satisfied with the investigation. Another 7.21% of the respondents could not say whether it was done properly or not. Both these responses can be taken together and treated as dissatisfaction from the respondents about the investigation. The major reasons for their dissatisfaction were as follows.

No progress in investigation by police/ lack of seriousness
(27.52%)

Influence -Political, bribing, financial etc. (21.73%)

Police didn't inform about the case details (20.28%)

Police was in favour of accused/ ask to withdraw the case (15.93%)

Police didn't question the accused / not collected the evidences
(8.68%)

Others- not given the FIR, asked for money etc (5.86%)

The responses indicate that the dissatisfaction with the investigation was due to the process of investigation and only the police department can address the issues with changing their attitude towards women complainant. It seems that the official responsibility of the police personnel has also been violated by not providing the information to the complainant. A detailed exploration for finding out the real situation is also needed to validate these observations. A feedback mechanism, including a checklist indicating the information to be shared to the complainants, could also be developed to ensure quality service delivery to the complainants.

Did investigating officer submit charge sheet/ final report?

Every investigation shall be completed with the submission of the charge sheet/ final report to the concerned authorities for further action. The complainants also have the right to get informed about the stages and progress of investigation. The complainant will be having a belief that the fight for justice is on the way and can have personal gratification, when they knew that the charge sheet was submitted as per their complaints.

In such case only 33.81% confirmed that the charge sheet/ final report has been submitted by the investigating officer. 19.43% says as per their understanding charge sheet has not been submitted to concerned. There are another part of victims who said they have not enquired about the same. While others are ignorant about the submission of charge sheet/ final report submission and related procedures.

As per law, if there is sufficient evidence to warrant the filing of charge sheet against the accused, the SHO / the investigating officer has to submit to the Magistrate empowered to take cognizance of the offence a charge sheet. In light of the above the victims were further probed in as to what according to them might be the reason for not submitting charge sheet/ final report. Majority of the respondents are of the opinion that the non submission of the charge sheet/ final report is due to the political and financial influence of the accused.

Was there any delay in investigation?

Delay in investigation happen due to various aspects. Certain ones are inevitable and others are manmade ones. Inordinate delays in the investigation and prosecution of criminal cases involving serious offences and in the trial of such cases in the Courts is a blot on justice system. It is the duty of the Senior Superintendent of Police, Superintendent of Police and the Circle Inspector to see that investigations are promptly and vigorously carried strictly in accordance with sections

Mixed responses are recorded for the delay aspect in investigation. Although 46.76% have told that there is an inordinate delay in investigation 49.64% told that there has been no such delay in investigation process. Nearly half of the victims have told that they experience delay in the investigation. As it is the perception of the complainants that there may also be several reasons for the delay in investigation from the part of the investigating officer.

The adverse effect of delay of investigation on the society at large is immeasurable. The fear of law and the faith in the criminal justice system is eroded irretrievably. According to victims the reasons for the delay are as follows.

No progress in investigation/improper investigation (33.34%)

Political influence (20.58%)

Accused not arrested/absconding/abroad (15.68%)

Financial influence in police (13.72%)

Delay in court proceedings (3.92%)

Effort to settle the case from the police (2.94%)

Don't know(9.82%)

The victims attribute delay to the pitfalls in investigation. They are of the impression that improper investigation might have led to the delay. As discussed earlier the support of police officers to the accused through political and financial influences is also a major cause for the delay. Under these influences police is trying to settle the case and discourage victim in further visits to station. The fact is that the information shared by the complainant is in support of the general notion that the police personnel are influential. It is the responsibility of the police personnel that there should not be any delay in investigation especially when the complaint is given by women. Women need to be encouraged to approach police for justice without any hesitation as it is the ultimate solution to reduce violence against women and children.

Were you informed about the stages of the case?

As stated earlier, complainants need to be informed about the process and stages of the case. This is essential for having better understanding of the process and to retain the confidence in the police and judiciary. Further it is the duty of the investigating officer to inform the details to the complainant on a time bounded manner. This will also help the women complainants come forward to seek help from the police.

Majority (67.63%) of the complainants is not informed about the stages of the case and only 27.34% of the respondents were informed about the stages. The investigating officers need to be re oriented about the importance of informing the process to the complainants and its significance for the complainants and the community at large. Since the majority of the respondents stated that they are not informed about the stages of the case, this has to be addressed through providing information to all concerned and also ensure that it is materialized. It is in fact the right of every complainant that they need to be informed.

Do you think that the investigation was impartial

Fair and impartial policing reflects effective policing. Biased approach is due to widespread effect of influences through various channels. Even the well intentioned officers manifest biases that can impact on their perceptions and behaviour. The investigations need to be impartial in all respect and is essential for building up a safe and secure society. There may be more number of women and children who may also come forward with complaints if they have a strong belief in the existing systems. If so, the number of incidences will also come down as the accused are punished.

As per the data provided by the complainants, 41.73% of the respondents were satisfied with the investigation as they feel that the process is impartial. The observation that the 43.16% of the respondents are of the opinion that there is partiality in the investigation. This has to be taken up seriously and necessary measures have to be adopted. When the complainants especially the women, lack confidence in the system, they may not come forward for help even in needed situation.

The complainants specified the reasons for not having proper investigation. The most notable observation is that the role that played by the accused through financial and political ways. Following are the reasons stated by the complainants.

Accused bribed police (40.85%)

Political influence (26.87%)

Accused being influential (24.73%)

Being women the justice is denied (4.29%)

Others (3.26%)

Social psychologists have shown that “implicit” or “unconscious” bias can impact what people perceive and do, even in people who consciously hold non-prejudiced attitudes. Nearly half of the officers dealt case with prejudiced mind. The overwhelming number of well-intentioned police in this country, who aspire to fair & impartial policing, will also be affected by these biased groups. Even after the conduct of the police is always governed by the principles of impartiality and human rights norms, with special attention to protection of weaker sections including minorities, police succumbing to influences and not carrying out impartial investigation is not fair to the larger society. Developing and implementing training to control implicit bias must be thought of.

Did the SHO redress your grievances?

It is the duty of the SHO to use his best endeavors and ability to prevent crimes, preserve peace, apprehend disorderly and suspicious characters, to investigate and detect offences, bring the offenders to justice, collect and communicate intelligence effecting public peace and promptly obey and execute all orders lawfully issued. Redressing complaints make the police station a place where the needy public gets necessary and immediate response. The image of the police department basically reflects on the conduct and behaviour of the Sub-Inspector and his staff in the station

The Sub Inspector of Police/SHO has responsibly carried out the investigation of their cases as per most of the victims. 70.50% are of the impression that SI at station has given prior importance in dealing

with their issues. It is appreciable that the higher majority of the police personnel are concerned about addressing the grievances. Those who are rated as the best police officers by the women complainant need to be honoured. On the other hand 28.06% of the respondents think the SHO has not been effective in addressing their issue wherein they point out certain flaws from police.

As officer in charge of police station he is responsible to perform the duties relating to investigation and prosecution of cases and shall register all cognizable cases and would furnish a copy to the complainant invariably free of cost and send the original FIR to the courts concerned immediately and copies to his superior officer. It is worth mentioning that the higher majority of the respondents are happy with the way the SHO redress their grievances. The commitment and sincerity of the SHOs in addressing the grievances of women complainants will definitely reflect in the larger community in seeking help from the police when needed.

Of the 28.05% of the respondents who are not happy with the way SHO address their grievances', few of them (38.46%) remained silent and waited for justice whereas few others approached other agencies for redressing their grievances'. They include politicians (37.5%), senior police officers (4.16%), advocates (12.5%), women organization (1.6%), and even home minister (4.16%). Surprisingly, even their attempt for approaching higher authorities does not make any difference and develop a feeling that justice is denied for them. As the saying goes 'Justice delayed is denied' is applicable here.

What prompted you to approach this agency and when did you approach?

Those respondents who approached other agencies/ individuals for help was due to several reasons as explained during the in-depth interview. There was inordinate delay in investigation and it took several months to submit charge sheet. This has resulted in making the case less strong. As days passes on the issue lost its

seriousness because sudden action wasn't taken place. So to not to further delay the investigation procedure the victims have approached senior police officers in this regard only to make the process faster. For the same purpose they have also approached politicians as in our state politicians have an upper hand. The same politicians who are a blessing to victims can turn into curse if they are on the part of accused. This has resulted in twisting the case by police and victims are denied justice. This has indeed become another reason that has prompted the victims to approach other way out. Yet another reason seems to be the financial influencing of police by the accused to do things in favour of them. Fair and impartial policing thus remains a dream at least for few of the victims as police officers are also human just like rest of us. This calls upon a need for implementing a fair and impartial policing.

The specific reasons that are pointed out by the respondents while probing are as follows.

- Delay / lack of progress in investigation (23.25%)
- Careless handling of investigation by police (18.60%)
- Political interference in police investigation (18.60%)
- Favor shown to accused (16.27%)
- Misbehavior of police (13.95%)
- Demand for bribe by police (9.33%)

Of the 28.05% of respondents who are not happy with redressal mechanism of SHO, majority (61.54%) approached other agencies/ individuals for help in redressing their grievances during the investigation stage and another 33.34% at FIR stage.

It is also stated that, though they have approached agencies and individuals for help, they have not received any support from them in addressing the grievances. The one who are not happy with the SHO approached for help from other agencies with a hope that they might get justice from the other sources. As stated, they are disappointed and lost hope in addressing their grievances. A state of

mind with helplessness and hopelessness will take them to depression and may even lead to suicidal attempts. Hence it is important to have system to monitor and to ensure that the grievance of the complainants that it is addressed on a timely manner. Being a women or child they may not be having better access to the community or might not be even aware of the process and procedures consequently need support from the authorities.

How much cost did you incur for getting your grievances redressed?

The complainants do not have a clear idea about the money spent in connection with the expenses as detailed out in the performa used for interview. They have an overall idea about the total amount spent, but that too is not authentic one. Majority of the expenses are incurred in connection with the transportation, medical expenses, and fees to advocates. Hardly any had to give bribe to police or in the court which can be seen as a positive observation.

What do you think is the major cause of Your on dissatisfaction in redressal of grievance?

Inordinate delay in the investigation is the most important concern that the victims had. As time passes, the seriousness of the case diminishes, evidences weaken, and the complainant feels dejected. This delay in investigation according to victims is due to the favor shown towards the accused. Favour is shown in various forms by police. Police give in for the bribing that the accused does in order to acquit from the crime. When financial bribing is given by accused police protects them by not arresting and delaying case and by exploitation of the evidences. Even police tries to discourage victim from filing case and those filed cases police forces to withdraw. The specific remarks made by the respondents are as follows.

Delay in trial (18.35%)

Favor shown towards accused (16.47%)

Inordinate delay in investigation (14.21%)

Financial difficulties faced (10.86%)

Misbehavior / ill treatment of police (9.36%)

- Accused still troubling (6.74%)
- Absence of women police (5.99%)
- Money demanded by politicians (3.73%)
- Police trying to settle case/tried to discourage from filing case (2.97%)
- Gender insensitivity (2.24%)
- Demand for bribe by police (2.24%)
- Others (6.84%)

Delay in trial and investigation along with favour shown towards the accused followed by financial constraints are the major cause of dissatisfaction among the complainants.

Some of the complainants gave remark about the misbehavior of police. That included when a female goes for registering complaint all the officers at station asking about the details of the complaint. This creates discomfort in female victims as they prefer to have privacy and confidentiality. Absence of women police officer at station is a major concern that victims raised. At some stations even when the women officer was present male police officer attends the case. This can be viewed as a form of gender insensitivity. It is a common phenomenon that females finds females to share their feelings more comfortably.

What will improve the customer service of women complainant in police station?

The complainants were asked for their suggestion to improve the service in police station. Being there in the police station with a request for redressing the grievances, they are the primary target group to provide valid information. The major suggestion put forwarded by the respondents are listed hierarchically based on the percentage.

- Courteous behavior (28.03)%
- Information regarding progress of investigation (15.90%)

Questioning by women police officer (15.53%)
Privacy while questioning (9.57%)
Financial assistance (4.54%)
Special consideration for women complainants (3.78%)
Minimizing repeated summons to police station (3.40%)
Avoid repeated enquiry by all police persons (2.64%) others (16.61%)

Majority told that they expect courteous behaviour from the part of police. Victims also expect privacy while questioning and to ensure more confidentiality during the whole process. The repeated enquiry by all the police personnel in the station is creating difficulty for the women complainants. Police personnel need to provide specific training on communication and other strategies while attending the women complainants. It should also be ensured that the faculty members for engaging such sessions should not be from the police department.

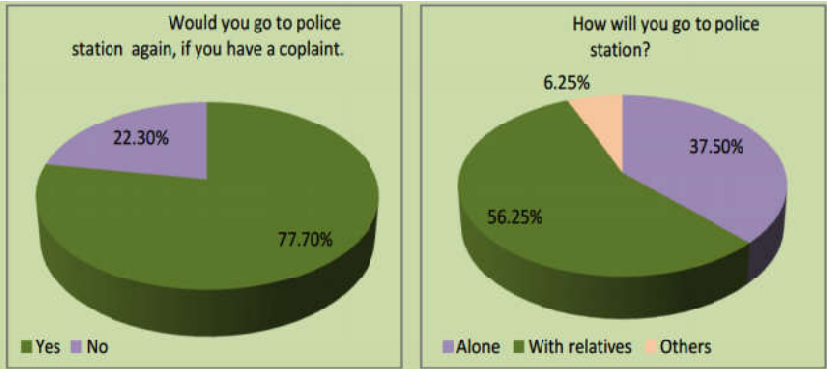
Are the accused still troubling you?

Registering a complaint and seeking help from the police is to redress the grievances, which is always centered on the accused. Even after seeking help from the police and if the accused is still troubling the complainant, then the justice is denied to the complainant and has to be taken as a serious offence. Majority of the victims when asked whether victims are still troubling them for filing a case answered negatively. 71.23% complainant told that they have not faced any difficulty from the accused. The law and order becomes active as it could address the grievances of the women complainant and protect them from the accused and from further atrocities.

On the other hand 28.77% of the respondents are facing difficulties from the part of the accused. The way in which troubling the complainants include threatening them to withdraw case, abusing mentally, coming to house and frightens the complainant and family etc.

Would you go to the police station again for redressal of grievance, if you have a complaint? If yes, then how?

The complainants' were probed to know if they would prefer complain police department if any similar grievance comes again and if so how would they go. The response to the question will give an indirect reflection of the complainant about their perception about the police personnel in general and also the satisfaction in addressing their grievances.

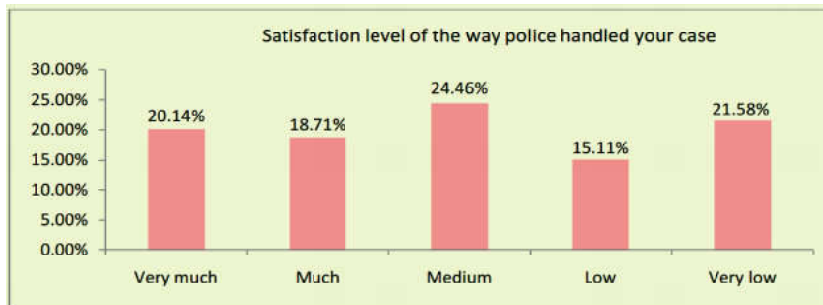


When 77.70% told that they will walk into station again with confidence in getting justice to them. At the same time 22.30% have no reliance in the services provided by the police officers. They believe there is no use in visiting station as justice is always denied to them. The higher number of responses indicate that the satisfaction in redressing their grievances and their confidence in the police department.

Those who have trust in policing told if for any purpose if they had to visit station they would do that. When probed in further as to whether they have self assurance in approaching police by going alone 37.5% responded favorably whereas 56.25% preferred to go along with relatives to the police station. There are a few who would also take politicians along with them. Our system has to develop in such a way that, irrespective of gender, anyone can walk off to police station to address their grievances. Efforts have to be on that direction and giving special importance to the women complainants.

Taking all factors into consideration do you feel you are satisfied with the way the police handled your case?

Ultimately, the more we know about the effects of various kinds of police performance, the better able we will be to make informed decisions that will have a positive effect on the way police officers protect and serve the community at large.



It is expected that the efforts and initiatives taken by the police department to provide quality and prompt services to the community at large could not attain its desired objectives as per the women complainants participated in the study. 36.69% of the respondents are not satisfied in handling their cases by the police. On the other hand 38.85% of the respondents are satisfied with the way in which police handled their cases. Specific measures based on the observations on various aspects has to be initiated to provide quality services to the women complainants only then we could assume that the rights of the individuals are protected as specified in the law.

Lastly, further steps have to be initiated so as the lady complainants could get access to represent their grievances in right earnest and without any hesitation of presenting their grievances. In this case, all sections of the police department are requested where the hurdle is noticed in progress of the investigation as well as remedying their problems. In short the deficiency of the police officers coming in the way of rendering necessary help providing to complainants' need to be properly addressed wherever necessary.

5. Findings - Prosecution Officers

The second category of respondents of the study is police officers from the Kannur police district. In addition to the higher officials, there are fourteen circle inspectors, ninety four sub inspectors, forty three ASI, 396 SCPO's, 1147 CPO's, one WCI, five WSCPO's and 232 WCPO's which comprises the police force to take care of the law and order in the district. Sensitivity of police personnel towards women and children is the thrust area to be studied for making any changes in the gender sensitivity of police personnel. As directed by the Nodal officer, Janamaithri Suraksha project, it was decided to interview 50% of the participants who attend the training programme on gender sensitivity at the district level. There were around 462 officers participated in the five training programme organized at district level. Of which, randomly selected 78 WCPOs, 98 CPOs, 48 SCPOs, and 63 officers who belongs to ASI/SI/CI cadre were interviewed individually using the prescribed interview schedule. The semi structured interview schedule without even making any changes in the questions or wording was used for eliciting information to maintain uniformity across the state. A research team comprising of an interviewer and a reporting staff conducted the interviews and on an average 45 to 50 minutes took to complete the interview with one person. In addition a few FGDs were also conducted to validate the collected information with 8 participants from a specific category. The information collected were presented along with the results in the following pages. The data were presented separately for each of the four categories listed above in tables and in graphs. The same can be used for further evaluation and make suggestions on category wise, if needed. For the present purpose the police officers irrespective of their designation, treated as a single group (N= 287) and highlighted the observations.

Reasons for joining the Police department.

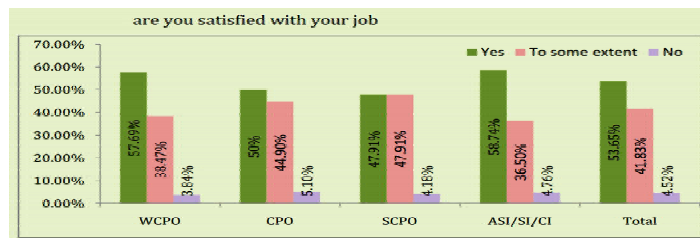
Kerala state is in the fore front of any statistics making a comparison with other states in India. The number of unemployed youth with higher education as their qualification shows the scarcity of job openings in Kerala. It is a traditional belief and aspiration of the youth to get into a government service as it is the most secured

job in terms of benefits and job security. There may be also a desire to become a police officer and in that case the commitment may also be higher as per the research findings in the area. There might be several reasons for a person to select a job and it was explored about the reasons that the interviewees told about their entry to the police work.

The career paths of individuals who choose to become police officers begin with them making the decision to apply. 72.58% of the interviewees selected police job as profession as it is a government job and of the benefits attached to being a government servant, including pension. Only 13.39% of the respondents are having a desire for the police profession. One of the prominent factors of job satisfaction is passion for a profession. It will have a positive impact on the person concerned and having higher commitment. It also reported by 5.91% of the respondents that they got into the profession through the relatives who are working in police department. Their motivation was the reason stated by the smaller percentage of respondents. Another 8.09 % of the respondents stated many reasons including service, salary, acceptance from the public etc...

Are you satisfied with your job?

There are several reasons why job satisfaction is important to police personnel. Positive attitude toward work can result in contributing so much to the society whereas negative attitudes toward work can adversely affect job performance in both the quantity and quality of services provided.



The study examines the level of job satisfaction of police officers with varying responsibilities as per their designations. The findings indicate that on the whole 53.65% of the officers are satisfied with the job. The reasons stated by them include, government job with good salary and pension, opportunity to help public especially women, children and elderly, and an attraction towards the department due to power factor. They also say this is a job which has its own specialty as it has direct connection with the public, and is very unique and people respect a police men. At the same time 41.83% indicates satisfaction only to some extent. They are of the opinion that excessive workload, pressure from superiors, and has to work round the clock. They also find it difficult to manage the family along with the work. Disappointment is also there when the hard work is not recognized by the community as a whole. They can't be with the family when important occasions and even in emergency they cannot avail leave which are also the reasons for their dissatisfaction.

A minority (4.52%) has reported that they are completely dissatisfied in the work due to the nature of work. In certain cases when victims have all the right for justice certain superior officers ask their lower officers to manipulate on cases succumbing to political and financial influences. This has created distress in those officers who wish to work honestly and with commitment.

Job satisfaction has an influence on productivity in different ways. As defined by Locke (1976), job satisfaction is a positive state originating from the appraisal of someone's work or work experiences. Positive changes in working groups, supervision, incentives, and the work itself can increase the productivity and the quality of services in organizations. However, job dissatisfaction can lead to lower productivity, efficiency, effectiveness and poor employee morale (More, et.al. 2006). A detailed research study may be thought of to find out the real reasons, separately based on their roles and responsibilities. By addressing the issues if any, will have direct impact on service delivery.

What do you consider as the motivating factor in your career?

An attempt was made to find out the motivating factors in the career. Several theories postulate that work motivation has direct influence on quality service delivery as it has a direct link with job satisfaction. The following are the major observations in connection with the motivating factors.

The service that they can render to the society (33.82%)

Government job with good salary (21.27%)

Have the freedom to get into all areas (11.29%)

Reputation among the public (11.01%)

Others (9.96%)

No specific motivating factors (12.65%)

Majority were finding it difficult to identify the motivating factors, and after having detailed thought, 33.82% of the respondents stated that opportunity to serve the community is the main motivating factor. 21.27% of the respondents are of the opinion that it is a government job with good salary and another 11.01% having the impression that the reputation among the public is the motivating factor. Even in the FGD, the participants could not specify the motivating factors. It could be inferred that there need to have a detailed exploration on the same and to suggest measures to boost the employee morale to produce good results.

Are you getting enough motivation to do your job with commitment?

Commitment to work is always linked with several factors including job satisfaction, work motivation, recognition from the higher authorities, social acceptance, job environment, etc.. The main source for the public to approach is the police station and police personnel and the results is always based on the commitment and attitude. This was also explored during the interview and the observations are presented below.

A follow up question for persons saying the motivating factors in career was whether they are getting enough motivation to do the job with commitment. 54% of the respondents are of the opinion that they are satisfied as they have supportive superior officers and colleagues. It is a good indication that the higher officials are making efforts to motivate their subordinates and make them work with commitment.

Another 35.89% of respondents stated that they do have but only to some extent. They are of the opinion that they are having several pressures from the superiors and not getting any motivation. Lack of support from the public is also another reasons specified by the respondents. It is also observed that lack of family support as they are not being with them in important functions due to job responsibilities.

Yet another 10.11% of the police personnel are very clear and informed that they are not getting any motivation either from the department, superiors, society or even from the family. Of which lack of support from the department is major one and job tension adds fire on to it. It is imperative that both strategies and additional efforts have to be put in so as to maintain the motivation to work with commitment.

Do you regret joining the department?

Job dissatisfaction and regret is another important variable in organizational psychology. When one develops a feeling of regret being in a profession has dare consequences in service delivery.

When asked whether they regret in any way after joining the department 61.67% of the officers told that they had never felt regret being in the profession. The higher majority seems happy with their job as they never had a regret feeling for being in the police department. The level of satisfaction expressed by the complainants may be due to the committed effort of the majority of the officers.

On the other hand 32.40% of the respondents had a regret feeling to some extent. It is expressed that they are not able to be

with the family when in need due to the peculiar nature of their work. This might create conflicts with spouse and family members which resulted in additional stress to the police personnel. Lack of recognition from the department especially from the immediate superiors, even when doing sincere and committed effort, is another reason for their regret.

There are a few officers (5.93%) who said that they have regret being in the police department. Their major concern was that even when they put their full effort they are being pulled down. The FGD reveals that, excessive work load, negative attitude of the superiors, could not avail leave even in emergencies, could not lead a family life as expected, etc are the other major reasons for their regret feeling for being in the police department.

Do you feel satisfied in your career

Feeling of regret and of satisfaction are the two sides of the same coin. It is difficult to have a satisfaction in career when one feels regret being in the career. People may have different experiences or observation about job satisfaction and satisfaction in career. An attempt was made to find out whether there is any difference of opinion among participants in these two aspects.

When the officers were asked whether they are satisfied in the career more than half of the officers (59.93%) responded favorably. Those who are satisfied with the career are of the opinion that they could do the work with utmost commitment. They are also of the opinion that when compared to other profession, they are the one who can serve the society by providing security and protection. It is good that the district has at least 60% of team members who are satisfied with their career.

There are 37.63% respondents who are partially satisfied with their career and the reasons for the same are that of the earlier explanations. Excessive stress due to work load, lack of time to be with the family etc are the reasons for their dissatisfaction in the career.

Topmost priority in the job

Every job has a detailed description of the work and is part of the system. On the other hand being a responsible citizen of the country having proper values and vision about each and everything, they will also have their priority in their job. The respondents listed the following as their top most priority in their work.

Completing the task assigned by the superiors (29.19%)

Helping the women, children and elderly (25.16%)

Serving the society at large (20.81%)

Maintaining law and order (17.69%)

Providing justice to the victims (7.15%)

There is nothing innovative or new in the departmental work as per the respondents. To completing the task as per the directions of the superior officers received higher responses followed by helping women, children and elderly and serving the society.

In service training programs

Training of different type and content is essential for equipping the personnel for quality performance. The respondents were asked about whether they had undergone any training after joining the department during the last seven years.

A good majority of 93.38% of the respondent's attended training during the last seven years. Whereas only 6.62% of the respondents are yet to receive training of any type and content. Those who are yet to receive training are new recruiters and are awaiting their training sessions. They have attended the gender sensitization training conducted as part of the process is their first training.

Training programs on gender issues

Respondents were also asked to specify whether they have attended any gender sensitization training during the last seven years. The topic seems to be most relevant in purview of the present study.

Only 69.34% of the respondents received training on gender awareness during the last seven years of their career. And the remaining 30.66% of the respondents didn't receive any training on gender awareness. It is important and essential to provide quality training on gender awareness and related topic to equip them and to ensuring justice to those who are seeking help from the police offices.

Details of training courses attended

In-service training takes place over the course of police officers' careers once they have completed both in the academy and training. Police agencies in India require their officers to participate in some type of in-service training each year. The details presented as annexure 6.

Priority to crimes against women and women customers

Gender based issues are on the higher side during the past decades and efforts from many corners could reduce the intensity of the issues, but could not control the menace as it is envisaged by the authorities. There is a need for more programmes and activities to control the crimes against women. Police department and its officers are the central focus as they could do a lot to control the crimes against women giving higher priority for complaints reported by women and children and to investigate the same with commitment and sincerity. It should also be ensured that the accused get adequate punishment from the court.

It is worth mentioning that 92.68% of the police officers strongly believe that women customers are given high priority when approached with a complaint to the police station. Irrespective of the designation and the roles that they played, majority of the respondents from all categories are of the opinion that the women customers are getting higher priority. The police officers need high appreciation for their gender sensitivity and for their efforts. The police officers are also highlighting the training provided to them on gender sensitivity helped them to understand the need for giving priority for addressing the complaints of women customers. When

probed into the details on what way crimes against women are given importance, the officers reported that the presence of WCPO has changed the whole atmosphere of the station house. WCPOs are addressing the women customers at station and are more sensitive towards crimes against women. They are also of the opinion that the role of Janamaitri Suraksha Project has also contributed a lot in giving priority for the crimes against women.

It is also noted that the observation reported in the complainants section contradicts with the present findings and the research team would like to give higher acceptance for the opinion of the women complainants. An in-depth field oriented study could generate more information on what is happening in reality at police stations and why the complainants are having different opinion.

A marginal number of 3.84% respondents are of the opinion that the women are given priority at station only to some extent. Whereas another 3.48% respondents clearly stated that there is no priority given for crimes against women or women customers from the police station. They also added that the women are also treated as one among the other complainants. They are also of the opinion that the service of the WCPOs has to be utilized for addressing the crimes against women and the complainants will also be comfortable with the WCPOs.

Do you feel that personnel in your department have become more gender sensitized recently?

Gender sensitization is one of the key area addressed by the police department and consequently introduced a number of programmes and activities. As a part of it the police personnel were given training on gender awareness and related issues. It is advisable to gather details as to the gender sensitization from the staff within attached to police station in and around and is therefore an ideal aspect. The response will definitely be based on their observation on the roles that they are played while addressing the women complainants.

Higher majority (85.02%) of the police officers responded that the personnel in the department have become more gender

sensitized. The reasons for the same was also explored and presented in details as a separate question. The respondents (43.13%) are also of the opinion that it happened during the last 5 to 6 years, where as another 18.67 reported happened during the last 3 to 4 years.

Another 10.11% of the respondents are of the opinion that it's only to an extent that there is more gender sensitivity. Where as a lesser number of respondents with 4.87% are of the opinion that there is no such change in the attitudes of personnel's from earlier times. The reasons behind their observation are that even among the police personnel there is no gender equality. This has been supported by few of the WCPOs in their remarks.

Reasons for increased gender sensitivity among the police officers

Those who are responded that there is an increase in gender sensitivity among police personnel were further probed into the reasons for their observations.

When 85.01% of the officers reported that there have been positive changes in the personnel's gender sensitivity in the department a follow up question was asked as to what might be the reasons for it. Majority of the officers (18.33%) were of the opinion that Janamaithri Suraksha project has played a major role in creating a higher gender sensitization among the police officers through their various activities. Yet another few are of the view that the public has scored more awareness recently through media and newspapers (16.71%) and thereby it can also be attributed to the general positive changes in the society as a result of more and more awareness through various media.

Various responses were elicited of which most responses were about the new recruitment of well qualified persons in police department (14.82%). Majority of the newly recruited police officers are having higher educational qualification and has reflected in their attitude towards gender based issues. They were of the opinion that educated personnel's in the department has changed the outlook of department on the whole. The recent amendments in

laws (14.29%) have resulted in organizing more training programs (13.74%) by various government departments. An interesting observation is that the presence of WCPOs at police station helped their colleagues in developing more gender sensitization as per 12.39% of the respondents.

Whether molestation cases, rape cases, 498AIPC, 304 B IPC charged in the court are true cases

A prevalent attitude of disbelief in the police force reflected wider societal suspicion towards women alleging complaints of molestation, rape and domestic violence. This in turn makes it difficult for victims to approach police offices with a trust in them. Since the significant reforms to law and procedures which took place in the recent years the number of women complainants seeking help from the police offices are on a hike. Whether the cases reporting are factual or fabricated can only be told by the police personnel's. They are the only persons who can share information on those issues. Hence the information regarding these police perceptions can thus be taken at face value. The results are presented separately for molestation, rape, 498AIPC, and 304 B IPC cases.

Molestation Cases

Police officers informed that there are many cases reporting on molestation but on further investigation only very few are found to be genuine. Genuine cases are screened through investigation and then submitted to court as true cases. Other cases which lack evidences or are fabricated ones are referred thereafter as false cases. Besides the above said factor since law says registering an FIR on an immediate basis is essential, that is done then and there. But after investigation it becomes evident that whether the case is true or false. What has not been proved in the investigation is treated as false case.

While reviewing the responses of the police officers about whether the cases charged in court are true cases only 13.94% of the officers told that the molestation cases charged at court are true cases. This might be because even after screening through investigation certain cases which is fabricated cannot be rejected by

police as law strictly says whatever a lady reports to be taken as face value. Majority of the officers that comprises 70.73% informed that not all molestation cases are true which is charged at court and they think the genuineness in the case is only to an extent. The police officers are not sure, from their file remarks, whether or not to treat as genuine complaints. Remarks were often made suggesting that, from the evidence available, it was impossible to determine if the complainant was telling the truth, or whether the incident reported constituted a criminal offence. Frequently the phrase 'insufficient evidence' was used in relation to these cases.

There are yet another 15.33% of the officers who firmly says that the cases charged at court regarding molestation are false cases. This can be due to the misuse of the changed law and amendments for women. Also false allegations of rape are too common these days.

It is a general belief among the respondents that if a women coming to police station that will be with a genuine reason. Majority (61.54%) of those who said that the molestation cases charged at court were true were of this opinion. The participant's (38.46%) also told that when a new case is registered it is assigned to a concerned police officer to investigate. After the investigation it becomes clear as to whether the case is genuine or not. Some of the officers have cited the following reasons for their observation of molestation cases are true to an extent. There are instances that fabricated cases turn up. But those cases are clearly referred as false cases and the rest of the true cases are charged at court. Even so there are many false cases that are fabricated for personal gain like for settlement of a divorce, for getting money, to threaten accused in the name of personal grudge etc. Of the officers who strongly said that there are no true molestation cases 35.14% cite the reason as to gratify their personal grudge. By filing cases the accused come up for negotiation soon and settle the case. The law has been misused by many as per 64.86% of the respondents

Rape Cases

When the police officers were probed in for whether the rape cases charged in court are true or not only 22.64% could confidently say an affirmation. Out these respondents majority expressed a women won't file a complaint without a reason. Because women only after trying out her maximum will approach a police station as it is the last resort for her to get justice.

On the other hand 64.45% of the respondents are of the opinion that the genuineness regarding rape case is only to an extent. The reasons being the rape cases are often reported after a breakup in an affair, or when public catch hold of illegal relationships, or for some material benefits. It does not amount to a rape as the relationship is with the permission of both parties. But somehow there occurs a break in the relation and to protect her public image women files a case as rape wherein it was purely not. Here police cannot probe into with suspicion as the issues of whether or not a woman reporting a rape would be believed by the police as law say so.

There are also instances where a delay in reporting a rape by the victim is often interpreted as questionable; the assumption is that the first thing any genuine victim would do is to contact the police. While evidentially there may be advantages in early reporting, the belief that this factor indicates genuineness may be misplaced, with many victims taking significantly longer periods of time in making the difficult decision to approach the police.

Nearly 10.80% responded that the cases charged in court as rape are false as true rape cases are very rare these days. They say the rape cases are 'adjustment rapes' wherein female with her consent involve in a relation and then later on when issues come up to safe guard her status in society she files the case.

There are cases of false allegation of sexual abuse. To heighten the awareness of mental health professions, lawyers, the judiciary and the general public regarding these allegations, and to take alternatives regarding how to differentiate true from false allegations of abuse.

498A IPC cases

As per 498A IPC, whoever being the husband or relative of husband of a woman, subjects such woman to cruelty shall be punished with imprisonment for a term which may extend to three years and shall also be liable to fine. There may be high possibility of registering false cases as it may be beneficial to the individual filing cases. There are instances where it is noticed cases are filed for individual gains.

The police officers are of the opinion that there are true and false cases reporting of domestic violence in the police station. But after the investigation few cases are remarked as false cases and rest are submitted as true. Still there are fabrications in the cases labeled as true which is submitted at court, ie., 12.89% of the respondents are of the opinion that the 498 A IPC cases are true which is charged at court . While weighing up the credibility of a case, the officers specified that one of the factors in support of claim for true case was that the complainant reported within 24 hours of the alleged rape. This cannot be taken more seriously because many of the victim's does not think of police soon after the violence happens. They take time to adjust with the happenings and takes lot of time to convince them to approach for legal aid. Majority of the victims come up to the station with exaggerated version of the issue with vested interest in their minds for either a settlement or to have favorable responses from accused. 71.79% of the police officers are of the opinion that due these reasons 498A cases charged at court are true only 'to some extent'. There are some officers (15.32%) who confirmed that the cases submitting as 498A IPC to the court are completely manipulated ones and not at all genuine. Most of the complaints are registered with vested interests and for their personal gains and even the advocates manipulate the issues for his own personal gains too. When false cases were registered, it won't be having sufficient evidences or witnesses and as a result the cases will be rejected.

304B IPC cases

The 304 B IPC states that, where death of a woman is caused by any burns or bodily injury or occurs otherwise than under normal

circumstances within 7 years of her marriage and it is shown that soon before her death she was subjected to cruelty or harassment by her husband or any relative of her husband, or in connection with any demand for dowry, such death shall be called dowry death and such husband or relative shall be deemed to have caused her death. Such cases are very less now a days as per the police records and crime record statistics.



Higher majority of the officers are of the opinion that 304B IPC cases are very less compared to olden days. 68.99% of the officers responded that the cases of dowry death submitted at court for hearing are true cases. In cases of dying declaration of women majority of the officers believe those cases to be true as they are of the view that a women may not lie when she is in bed awaiting death. 14.98% of the officers said still there can be fabrication in the issue by the actions of relatives of women etc.

A different opinion that has come up for the 304B cases than in molestation and rape case is that the dowry death cases would be more true than the other two. This view is due to the belief that unless a female had to suffer abuse intensely she might not attempt a suicide or in be in a miserable condition and finally succumb to death.

In general it is observed that, except in 304B IPC, there is a possibility of fabricating the cases for various reasons. Strict measure has to be taken to ensure that the justice should not be denied to anyone who approaches the police officers/ offices for help. Proper investigation, collecting evidences, providing the progress of information to the victims, protecting them from the accused etc are the sole responsibility of the officers who investigate the case.

Discouraging of women from approaching courts with complaints of domestic violence.

The attitude towards women complainants, law and order system in the district, judiciary etc of the police officers is of greater significance in dealing with women complainant. Initial approach from the investigating officer is crucial for proceeding with the cases, especially to the court. Any attempt to discourage the complainant from approaching the court is actually an offence from the part of the police personnel. A question was placed before the police personnel to know whether they discourage the women complainant from approaching the court.

Nearly half of the respondents (49.48%) are of the opinion that women should not be discouraged from approaching courts. This shows the positive attitude of the police personnel in the judiciary and is supporting the women complainant for their justice.

A contradictory observation in terms of their attitude towards the prevailing system in our state is visible from the response of the remaining respondents. Of which, about 33.79% of the respondents are of the opinion that the women should be discouraged from approaching the court with domestic complaints to some extent. The response of to some extent is always taken as their lack of confidence in supporting with an argument and even playing a safe game to protect their self. Inordinate delay in the court proceedings, frequent and repeated questioning from the relatives, and public, valuing the family relationships, possibility of settling the issue through counseling or with the support of influential persons, financial constraints etc are the reason for discouraging the women complainant from approaching the court. Of which, the extended trial for years is the major one as observed by the respondents.

Do you think that the present sensitivity of personnel in the judiciary/ prosecution wing is sufficient to deal with cases of women victims in a fair manner?

The sensitivity of prosecution officers is of greater significance while dealing with the cases of women victims. This was also explored by asking their opinion about the present

with the cases of women victims in a fair manner. This could also be reflection of their attitudes towards the existing system.

Most of the police officers (56.44%) are of the opinion that the present sensitivity of the police personnel is sufficient enough to handle the cases against women in a fair manner. The respondents further explained that the majority of the police personnel in the department are well educated and are experienced in handling the cases. In addition, the training imparted to them, especially on gender awareness highlighted the relevance and importance of the need for providing support and justice to women.

Of the respondents, 28.23% are of the opinion that the sensitivity in dealing cases in fair manner is only to an extent as the women complainants are not getting the priority that they need to have as per the existing laws. There are incidences of lacunas in the investigation process by some of the investigators delaying the process of availing justice. Whereas 15.33% respondents said that the personnel's are not sensitized in the department to deal with the atrocities against women. As far as these respondents are concerned, there are officers still having biases towards women and are still in the traditional belief system.

Justice for relatives of police personnel

A question was asked to the police officers that if their wife, sister, or mother will get justice if they had been victimized and they had to file a criminal complaint. There may be a possibility of the police personnel to have influences in the system as they are being part of it to avail justice for their family members. It would also give a reflection that how their attitudes in handling cases in general and with those who are directly related to them.

Majority of the respondents (70.73%) are of the opinion that the family members will get justice if victimized and filed a criminal case. Of the respondents 50% are of the opinion that it is not due to the fact they are relatives of a police officer, rather being a women victim they will definitely get the justice. On the other hand another 35% of the same respondents are of the opinion that they may get additional support from the department and even have influences inside the department and may also make use of it as

females are their family members. It is a misconception of the people that, if any incidence come affecting the family members of the police officials it is likely that they may try to get favors towards the cases against them, but it is not the case that they may get support out of way being kith and kin of police officials.

There was a variation in their perception (around 16%) from the general public to that of their relatives in getting justice if faced with a victimization and criminal case. This is actually the true reflection of the reality and the variations in their attitude towards women in general.

Whereas another 18.46% of the respondents informed that there may be a chance to get justice and it all depends on the police officers who are making investigation and the geographical location of the police station and the area. Other few have told that the women from their home will not get justice if they are victimized. Yet another 10.81% of the respondents are of the opinion that they will not get justice unless they use their influences. These observations has to be taken seriously and need to include sessions on social perception and social attitude to make the police personnel sensitized further and to provide justice to the women as whole.

498 A IPC case and blood relatives of the victim

As 498A cases are falsely and blatantly misused for fringe benefits, an attempt was made to explore the procedures that are usually done at the police station. The question was to find out the knowledge, attitude and practice which are followed at present in the police offices.

In 498A cases, only blood relatives can reliably contribute to the case investigation, if so will the officer convict the case and whether he expects conviction in this case was the question asked to participants. Responses shows that 44.95% of the police officers are of the opinion that they will not convict the case based on the remarks made by any of the blood relatives. According to them it is valuable evidence but was not sufficient enough to make the

conviction. For them further detailed investigation is also required for making a conviction in this case. They will also consider others remarks, and based on that the case will be charged and proceed with investigation. If sufficient evidences are there, only then you can expect conviction.

Where as 37.63% of the respondents are having totally different views. They are of the view that it is valuable evidence though there are limitations and can convict on the basis of the words of the blood relatives. As far as these respondents are concerned they will register the cases based on the remarks of the blood relatives and proceed for further evidences. The officers themselves are having difference of opinion in the procedures and shows lack of clarity even on certain specific issues related to 498 A cases.

Eve Teasing

Eve-teasing is so common and frequent that it has become a normal thing or a normal crime against women in India. In spite of all these the women and young girls often ignore such incidences and experience in their daily lives. In light of these the opinion of police officers being guard against crimes need to be elicited as their views on whether eve teasing is a normal male behaviour which has to be ignored by women is essential to shape our societal views.

A higher majority of 90.24% of the police officers are of the opinion that eve teasing is not a normal male behaviour and it should not be ignored as it is the violation of rights. They say the women need to react to situations like that. If women do not react, the behaviour will bump up and the male makes it a habit. Immediately when a female experience eve teasing in public places she must take the initiative to respond back. That will pose a sudden stoppage in the behaviour.

Majority of the police officers are of the opinion that women and children should react to eve easing in a proper way to communicate the message that you may react further. Women should also register complaints to the police offices. As far as they are concerned, if the women are not reacting to such issues the accused will take advantages as it is permitted and continue the same with

others too. Generally due to the social responses and fear of negative attitude of the society, majority of the women are not reacting to it. This has to be changed and women should be assertive to react to such indecent behaviours.

It's very interesting to note that 9.76% of the police officers have responded favorably to eve teasing. They say that it is a behaviour which can be ignored by women as when a woman reacts to it the problem gets worsen. Though lesser in number such a response from the police officers are not expected as they are the one who need to protect the rights, especially the women and children.

While a women customer complains of rape/ molestation, do you first probe into whether the women is of good character or loose moral?

The initial enquiries from a police officer are very crucial for a women victim. And at the same time, it is necessary for a police officer to get into the real facts before registering a complaint. The methods and the way in which he or she explore the details is the matter of concern as it cannot be avoided. The responses of the police officers indicate that a good number of rape cases are not true cases rather a strategic approach to escape from so many other related issues. Having a good number of such experiences, there may be a tendency for the officers to ensure the character of the complainant. The police officers were asked about the usual process they adopt when they receive a complaint about a rape or molestation.

Of the total respondents, 82.58% informed that they will not make an effort to find out the character of the women complainant. Rather they initially investigate as to what is the complaint and then only decide about further exploration of the grievance. Majority of the officers who said the investigation goes on only as per the grievance stated and moral or behaviour of the rape victims are not a matter of concern but the genuineness of the case will be looked into. Besides they also substantiate their argument by adding that even if the petitioner is a sex worker and if she comes up with an allegation of rape against a person that complaint has to be lodged

immediately and investigated upon as in rape cases character evidence is inadmissible. But as a part of investigation every details of petitioner which is necessary for the investigation will be delved into. The question arises due to the fact that there are some women of low character who exploit the law, the officers added.

On contrary some of the officers (17.42%) believe the moral or character of the women also matters in rape or molestation cases. There are also chances of making false rape allegations when a woman is of false reputation. Though the number of respondents who are in favour of exploring the moral and character of the complainant stick on to it that they are hundred percent right. While searching the rationale for the officers who are in favour of checking out the morality of the appellant is that there are certain women who take the advantage of law and denounce others. So the case has to be registered and make an enquiry about the character of the complainant. Is it a right way of investigation that the law enforcement agencies probing into the character of the petitioner. Though it is not a right way of investigation but as we understand sometimes the investigating authority may try to get details regarding the character of the petitioner.

Refraining women and girls from going out after sunset unaccompanied by male escort

It is observed that a good number of incidences against women and girls are reporting after sunset. Does it means that women and girls refrain from going unaccompanied by the male escort to cinema halls and public places after sunset, was the question raised to the respondents. How would a police personnel respond to such a question, will they be in favour of the rights of women and girls or in support of the custom that have been followed by the society?

Most of the officers (63.07%) opined that females need not stay away from going out after sunset without accompanied by a male. They are of the opinion that females have the right to travel day and night without being conscious about the hours. If she has the confidence and courage to move around at night she can do that

without being hesitant. Compared to other states in India, females are timid and remain at home after sunset in Kerala, but this is not the situation in other parts of the country. Moreover her education makes her increasingly dissatisfied as there are so many restrictions. The only remedy is that the females alone take the initiative to step out of the societal restrictions.

Conversely 36.93% said that women must avoid going out after sunset unaccompanied by males. As females travel unaccompanied during night hours it gives a platform for doing atrocities against her. There are drug users and other drunkards who are out of control during night and seeing women all alone at night make them fierce. The other reasons stated by them are women are not safe without a male escort as the society not broad minded to that extent. To avoid such situation, it is better for a male to be accompanied to safeguard her from traumatic incidences.

This being the responses of the police officers majority of them added that females need to take care of her when she goes out as the situation that pervade now is very dangerous and risky. When asked whether they allow their family members to go alone at night in urgency they strongly said a “no” to it. Even for a police officer there is fear to send their relatives out at night, then what could be the situation of the general public?

Reasons for dissatisfaction of women customers seeking the help of courts for redressal of their grievances

The police personnel’s were then interviewed with a focus to have their perception about the dissatisfaction of women customers in the criminal justice system. In addition to it a detailed FGD too was conducted to find out the validity of the information provided by the officers. The major reasons stated by the respondents are listed below.

Issues and concerns related to police department (31.44%)

Trial lag and trail in open court (28.72%)

Inefficiency of advocates (13.29%)

Issues related to judiciary (7.80%)

Lack of awareness among the public (6.73%)

Personal problems of the victims (6.38%)

Political and financial influences (5.64%)

The main reason as stated by 31.44% of the respondents voiced about the issues and concerns related to police department. Respondents are of the opinion that if the investigating officer makes a sincere effort no accused can escape from the judiciary due to lack of evidences. The problems related to improper investigation also creates problems when the case presented before the court.

Another reason as stated by 28.72% of the respondents is the delay in trial as delay denies justice for women. Long delays will impair the ability of the victim to prove evidences in court. Article 21 declares that “no person shall be deprived of his life or personal liberty except according to the procedure laid by law.” It is the constitutional obligation of the government to devise such procedures as would ensure and implement speedy trial. Delay in trial also leads to frequent visits to court which the females usually hesitate and long waiting hours at court is another painful experience. These situations make the life of women appellants miserable and horrible.

13.29% of the officers told that the women customers’ satisfaction relies on the efficiency of the advocate who is handling the case. An efficient and experienced advocate can prove the cases with sufficient explanation and to get justice from the court.

Besides issues related to police functioning, there are also issues related to prosecution or judiciary (7.80%). When a victim files a case she has to go through various personal problems (6.38%) like seclusion from the society, aspersions against her, financial issues, being in the midst of a crowd and answering the questions, etc are some of the issues pointed out by the respondents.

Lack of knowledge of how to seek redress on the part of the customers is one major reason. Every day, people’s rights are being

ignored because the service providers themselves are well aware of the level of ignorance of the consumers. Hence, the service providers treat their customers without any regard for their rights. To worsen this situation, there is no sufficient consumers' rights advocacy in this part of the world to enlighten the people. For example, how many of our people know about women rights including her privileges when a case is under trial.

Beyond the reason of lack of knowledge of the existence of the available redress, another reason is lack of resources to seek redress at the appropriate forum even when a customer wants to enforce her rights as a customer. There is the need to encourage such systems. The regulatory bodies are not doing enough to sensitize the public of their rights and procedure for enforcing those rights.

Suggestions for satisfaction of women customers seeking remedy from the court

Prosecution officers are the best person to make suggestions to increase the satisfaction of women seeking remedy from court. The experiences that they had as part of their profession are the major source of information that they can share for increasing the satisfaction of women customers. The major observation was grouped under the four categories.

Changes in the existing procedures and services of judiciary (37.24%)

Special schemes and provision for women complainants (36.6%)

Changes in the existing procedures and services of Police Department (18.75%)

Awareness programmes for the general public (7.68%)

The major concern of the majority of respondents (37.24%) is on the judiciary and its service for the women. Changes are been suggested for the judiciary systems. It is time to impart maximum conviction on atrocities against women; fast track and speedy trial must be set up to decrease the summons for appearing in the court.

There has to be some restrictions on the unnecessary questioning by prosecutors as that need to be lessened. The cases of women victims need to be given priority and they should also have privacy for expressing and sharing their concern.

Another 36.6% of the respondents are in favor of the women complainants and suggesting various measures for increasing their satisfaction at court. They recommend special provision for women. Special court and judiciary exclusively for women victims, preferably women investigating officers, and even women magistrate, financial assistance etc are some of the suggestions. Increasing the number of WCPOs at police station will have a positive influence. The respondents express their concern for women victims and suggest special provision of women service providers. Is this 'womenisation' the so called effect of gender sensitivity among police personnel?

According to 18.75% of the officers, there needs changes from the part of the police department and officers. To collect evidences at the time of registering the complaint, prepare the FIR with utmost care, courteous behaviour towards the complainant, providing sufficient information related to the proceedings at court; inform them about the stages of case etc.

Another observation is that awareness programmes through various means has to be channeled and equip them to fight for their rights. The women victims should be made aware of the case proceedings at court by the investigating officer before filing the case.

Do you think that all true cases of offences against women coming up for trial get convicted in the court?

The police officers were asked about the conviction rate at court of the true cases of offenses against women. If the true cases are convicted at court, it will have positive impact among the complainant and for the investigating officers.

Most of the respondents (43.54%) are of the opinion that the atrocities against women do not get convicted in court in most of the cases. Besides another 41.82% of the respondents stated that the conviction depends upon the severity of the case and it's only up to an extent. 14.64% told that if the cases are true they get

convicted in the court. But there is little conclusive evidence that it has significantly reduced the incidence of violence. An introspective analysis by the investigating officers is essential to find out real reason behind the low conviction at court.

Those who responded that the conviction rate is low (43.54%), are of the opinion that a good number of cases filed at courts are fabricated ones, lot of mistakes in the charge sheet due to drawbacks in investigation, withdrawing the case due to inordinate delay in proceedings, women victims find it difficult to convince during the trial in the presence of larger crowds, out of court settlement through political and financial influences, inefficient advocates, withdrawal of cases due to family pressure, societal response, and financial burden etc are the reasons for the low conviction of cases at courts.

Rating themselves as a gender sensitized person

The respondents were asked to rate themselves on a six point scale on their gender sensitivity. Self rating is the most significant observation about oneself, if done with sincerity.

When asked them to rate themselves as how much gender sensitized they are, mixed responses ranging from excellent to poor were elicited. Only 16.02% of the respondents are having a self rating of excellent on their gender sensitivity. It is worth mentioning that only 25% of the respondents are having a rating of average or poor on gender sensitization.

Rating themselves as gender friendly person compared to colleagues

Participants were also asked to make a rating on their gender sensitivity when compared to that of their colleagues. Unless the respondents are aware of the real concept of gender sensitization, they could make comparison with their colleagues on gender sensitivity.

The response shows that the participants made a diplomatic way of responding to the question. Majority with 66.55% of the respondents are rated them as equal to that of their colleagues. There are 29.27% of the respondents who are having better sensitization than their colleagues.

Overall satisfaction as a gender friendly officer

As a final question in the interview, the respondents were asked whether they are satisfied with the performance as a gender friendly officer.

From among the participants, 37.28% of the respondents are fully satisfied with their performance as being a gender friendly officer and another 47.39% of the respondents are satisfied to a great extent.

By adopting a comprehensive and multifaceted measurement system of performance at various levels by the higher authorities may have a chance to drive the organization to higher levels of performance with special reference to gender sensitivity.

6. Findings - Women Activists

The third category of respondents comprises of women activists residing in Kannur police district. Samples were randomly selected from the list provided by the Deputy Superintendent of Police, Narcotic Cell, Kannur. Sample comprises of ten activists from Kannur. Interviews were conducted directly and through telephone and elicited necessary information as per the performa appended with the MoU.

Do you think that atrocities against women are comparatively higher at present?

There are eminent number of personalities who support women and try to uplift them on a daily basis and treat them equally .The interviewed group of activists are those who try to fortify women in their day today life. Almost all strongly agreed (100%) that atrocities against women are comparatively higher at present.

What are the major atrocities against women take place?

All the respondents are of the opinion that atrocities against women are increasing day by day. Even the measures taken to reduce the incidences are sufficient enough to reduce the atrocities. Some of the major atrocities against women pointed out by the respondents followed by the reasons for the same also listed out ;

Physical and psychological abuse related to dowry issues

Increase in the number of sexual abuse cases

Abuse while travelling in public transport systems.

Work place harassment

Increased extra marital relations

Isolating aged parents etc...

India currently is a patriarchal society where men are preferred over women. The father/brother of a girl thinks that they are the protector of the family and they have an authority over their lives. So, they sometimes don't allow them to practice their rights because they are protective, sometimes because of bias. Moreover giving a girl same freedom would hamper that structure and many orthodox people don't want to that.

Nearly all talked about the restrictions imposed on women in different forms right from her childhood (90%). There are so much restrictions on an Indian female that they don't go out or rather are not allowed to go out at night. It is a form of social bias according to them. In India, a girl going out at night would be considered as "characterless". There will be comments like "O, She goes out at night with friends. She parties at night; she is not a good girl". This is one of the major issues. Another view of the society is that going out at night is not meant for women. To substantiate that view violence always happens against females in one way or another for her ill fortune.

Some of them expressed that women are not able to go alone after dark after multiple sex attacks (80%) in recent years. Females have become just triggers of sexual desire for men. Thereby when females are out at night alone men gets out of charge and does cruelty to her. Females cannot go out after sunset in public. Sexual abuse is common in this day and age. This is also due to the downside of criminal justice system in the country.

Nevertheless as females have become self sufficient and are out in public in all mainstreams. This has in a way resulted in drop off in the prejudiced minds not letting off women out but still atrocities against her are on increase.

Another key issue that has been put across predominantly by the activist (70%) is that in our society females are mentally and physically harassed due to issues related to marriage. If dowry amount or gold given at the time of marriage is less women undergoes cruelty from the part of husband and his parents. In the name of dowry the females from poor families are abused and tortured by husband and family. As a result of abuse and harassment from husband some of the females are going out of way from the orthodox ideas and begins extramarital relationships. When husband and his family continue harassment she gives in for another relationship which is today's inclination.

An added point by 40% of the activist is that majority of the women in our society fear the aspersions being cast on her. Females are not opening up as they have apprehension of disregard in society.

A different factor which has been experienced by 20% of the women activist is that there are some cruelties happening against aged women after the death of their husbands. What usually happens is that when children inherit the property of parents they take no notice of the mother. She is often maltreated and ends up in an orphanage.

A further issue that the working female groups (30%) have to come across in day to day life is harassment while travelling. Wherever in public while travelling by any means of transportation females face different forms of abuse and harassment. Many female travelers experience varying levels of harassment on the road, while others may not hear so much. Although it happens everywhere, harassment towards women is more common in some places than others. At times while travelling females come across unexpected happenings during which time they are not able to withstand it.

Do you think all true cases of offences against women coming up for the trial get convicted in the court?

All respondents are of the opinion that the cases of offences against women for the trial do not get convicted in the court. They have their own explanation for stating the same and are detailed out below.

Majority (90%) of the respondents are of the opinion that the main reason is political influence of police and judiciary by the accused. The influences in various ways are done by accused and this make the advocates to manipulate and thereby accused either gets bail or wins the case.

Gender discrimination is still prevailing in the lower socio economic strata of the society and as a result women among them are not getting adequate support.

As per 30% of women activists, repeated summons to court and unnecessary questioning by advocates result in victims withdrawal of case as they feel dejected. There are also instances where the accused threatens the victim in various ways by forcing for the withdrawal of the complaint.

Some of the respondents are of the opinion that lack of evidence might be the reason for low conviction rate.

Females are not given any priority by the court is another reason as per the respondents.

If the family of victim is not financially sound they gradually cannot bear the expenses for continuing with processing of case. This in turn resulted in withdrawal of the case by the complainant.

Few of the respondents are of the opinion that the inordinate delay in the process results in denying justice for longer duration.

What are the reasons for dissatisfaction of women customers seeking remedy from criminal justice system?

The reasons for dissatisfaction of women complainants seeking remedy from criminal justice system as observed by women activists are ;

When complaints are filed by a women, the society views women in a different way, taking it that it is not necessary to file a

complaint by woman.

Females are denied justice due to various influences that are made by the accused in various other cases.

Complainants do not stick on to the arguments and even the witness turns hostile.

Attitude of the family members does not support the victims to proceed with the case, as she needs support from the family.

Inordinate delay in case proceedings and also repeated summons to appear in court/ police station is creating difficulties to the complainants resulted in dissatisfaction to the complainants.

High expenses to spend for advocates forced them to withdraw the cases. Exorbitant expenses are a cause at times for either withdrawal of cases or not filing at all.

What steps would you suggest for satisfaction of women customers seeking the help of the criminal justice system for redressal of their grievances?

The respondents in general suggested several measures to increase the satisfaction of women complainants seeking help from the criminal justice system.

Identifying and arresting the accused without delay can raise the confidence among the public.

The cases need to be completed its proceeding without delay and sufficient punishment should be given to the accused at the right time without delay.

Government laws that instill fear in public needs to be bought out.

Legal literacy to the women especially the proceedings in the police station and about the court for safeguarding the interest of victims about the court is a factor that is required.

Comment on the gender sensitivity among the personnel in judicial/ prosecution department.

Majority of the activists (70%) are of the opinion that judicial /prosecution department officers are gender sensitized. Judicial and prosecution system gives special priority for the women complainants.

A small percentage of the respondents are of the opinion that the laws protecting women are still only in the law books and not being implemented. The judiciary officers need to be sensitized in such a way that the rights of women are protected.

Even our judicial systems are influential through various means as per a few number of respondents. Even they are of the opinion that there is no priority given to women victims.

In general, respondents are of the opinion that proper gender sensitization training to be organized for all those who are associated with criminal justice system. It should also be highlighted that the human rights includes women rights too.

7. Observation - Judicial Officer

An attempt was also made to get reflection of accessibility of women to police offices and to find out ways to improve the sensitivity of police personnel towards women and children from the judicial officers too. The format provided for the judicial officers are not suitable as per their job description and nature of work. Format for the key personnel were used to elicit information. Due to the protocol and due to limited time for conducting the study, we could include one person who showed interest and spare his valuable time. The information is presented here for having an understanding about the situation.

Do you think that atrocities against women are comparatively higher at present?

Atrocities against women are definitely on a higher scale as compared to previous years. As a matter of fact women are victimized

to a great extent though there are safeguards to prevent such attacks against them. Nowadays, despite the fact that women are being gradually accepted as equal as men, powerful and significant contributors to the world; they are being victimized insensitively.

What are the major atrocities against women take place?

Rape, physical and mental torturing, molestation, eve-teasing etc. are the major atrocities and are increasing day by day. There are also untold stories of terrible atrocities going around. Psychological torturing usually happens if women refuse a marriage. As well the victim of a sexual assault leads her life to misery as society casts un established aspersion against women. Seeking divorce also amounts to same emotional victimization from the society and relatives as she had undergone various injustice from her spouse. Cyber crimes are in rise now as youths and everyone are immensely abusing rather than utilizing the technology. All these hostility against women give us the impression that the violence against women is rooted in gender inequality.

The reasons behind these atrocities as viewed by him are as follows.

Increase in the number of living relationship

Impact of westernization on Indian culture

Lack of moral values and valuing others are the important reasons for the increase in the number of crimes.

Problems with the police investigation are also a major reason for the variation in number of cases.

Police investigations are done by those who lack expertise and they are following conventional methods in investigation. The investigation team could not present sufficient evidence or witness while the case presented at court. This denies justice for the female victims who approach court.

On the other hand females too need to take care of her dressing, the way she carries out herself so that she remains safe in public.

Youths involved in crime in these days are increasing in an alarming rate especially in city areas where drugs and other related things are easily available.

Do you think all true cases of offences against women coming up for the trial get convicted in the court?

He is of the opinion that the conviction rate is very low. The major reason for this is the role of accused in threatening the witness, and even bribing them. As a result, witness either refuses to appear before the court or denying the facts.

What are the reasons for dissatisfaction of women customers seeking remedy from criminal justice system?

Females have a shyness and shame feeling to open up and face the court in the presence of many people. Most of them might be first time visitors to court and the environment at court itself creates difficulty for the women complainants. This fear can prevent victims from disclosing the factual information in the court. The presence of a large crowd, police officers, advocates etc also increases the difficulty for a free interaction. This leads to not being able to get sufficient evidence, consequently, the prosecution cannot prove the case; as a result the case weakens and justice is denied to the victim.

What steps would you suggest for satisfaction of women customers seeking the help of the criminal justice system for redressal of their grievances?

Women must understand her rights including privileges, so that she can safeguard the cruelty meted out to her during several stages as she has to face unexpected hardships at various stages.

Provide free legal guidance system about legal aid. It has to be given to the needy at the right time.

Setting up of special courts for addressing the complaints by women and children.

Working to build upon effective policing as policing now is very poor. Investigation needs to be done by experts and special branches.

Video conferencing can be set up for females who do not wish to come up to court

Ensure privacy for the females in court who desire confidential dealings in the court.

Comment on the gender sensitivity among the personnel in judicial/ prosecution department.

Judicial officers are somewhat gender sensitized. Would recommend more awareness programmes to the general public and special programmes for the women community.

8. Major Findings

Majority of complainants were positive about how they were treated at police station, and the support provided to them. Complainants who felt fearful by the process described how the warmth and patience of the personnel's put them at ease. However, due to poor victim treatment could lead to severe dissatisfaction for the some of the complainant.

Although 63% of the complainants could get help from police without much delay, the interviews also revealed the poor reach of police among the public as the process of getting help from police was delayed for 37% of the respondents.

The social difficulties were faced by 41% of the victims after registering complaints in which ridicule of friends, neighbors, and society at large was the major ones.

A good majority of the complainant had no idea about the procedures in the police station and as a result they had to depend on either relatives or politicians to reach out the police offices.

The police officers collected all details patiently and they did not use any indecent language during the process as reported by majority of the complainants.

Most of the complainants appreciate the fact that the investigating officer has shown seriousness in dealing with the complaint.

A great majority (69%) was not questioned by a woman police officer. Even though women police officers are present at the station they do not handle female victim's cases which is not known to be why.

Nearly 50% of the victims expressed their distress in the inordinate delay of the investigation. It is also reported by complainants that they are not satisfied with the way the police carried out the investigation.

Dissatisfaction with the approach from police was mainly due to the fact that accused not arrested in 56% of the reported cases.

More than half of the petitioners have not received a copy of FIR which they are entitled. The reason is best known to the police officers.

Another factor is that the victims are either not intimidated (20%) or are unaware (47%) about the submission of charge sheet by the investigating officer which could have been avoided as the petitioner has every right to know about the completion of the investigation.

Dissatisfaction also amounts from the lack of awareness of the stages of the case of the investigation as it was not made aware to the greater majority (68%).

Few felt that the SHO did not redress the grievances and they have approached other agencies for help at FIR stage and even during the investigation which was also disappointing.

For meeting the expenses for getting the grievances redressed highest amount of money had been spent for transportation followed by fees of advocates and medical expenses.

The customer service of women complainant in police station can be improved through certain suggestions by victims in which courteous behaviour from the part of police, intimation regarding the stages of case, the involvement of women officers in cases, and privacy while questioning was demanded by them.

Even though 71% of the complainants stated that they faced no trouble from the accused, 29 % of them are still facing trouble from the accused which they feel as lack of commitment from the police officers.

The complainant would go to police station again for redressal of complaints as per 77 % of the respondent whereas rest of them strongly expressed their dislike as they feel they have not received justice.

Majority of the police officers are enrolled in the profession as it is a government job and a lesser percentage with a passion for the profession. More than half of the respondents were satisfied with the job and it is due to the social acceptance and power factor. One third of the respondents regret being in the profession as they could not get time to be with the family and even not able to attend important functions.

The women customers are given high priority when seeking help from police offices as per 92% of the police officers. They are of the opinion that the police personnel are more gender sensitized and were visible during the last 5 to 6 years.

A general observation by majority of the police officers are that molestation, rape, domestic violence and dowry death cases are mostly fabricated ones and genuine cases are very rare. Most of the cases are registered for some personal gains or to threaten the accused.

One third of the police officers are of the opinion that women should be discouraged from approaching the courts with domestic complaints.

Majority officers reported that the family members will get justice if victimized and filed a case and they say it is usually a misconception from the part of public that police men get support from the department when their relatives involved.

More than 80% of the respondents informed that they will not make an effort to find out the character of the women victim. Rests of them are of the opinion that they will and is needed as part of the investigation.

Majority of the police officers are of the opinion that women need not abstain from going out after sunset for her needs. Even the same police officers are not ready to let their women relatives go alone after sunset due to the increased number of crime and violence against women.

Issues and concerns related to police department, trial lag and trail in open court, inefficiency of advocates, issues related to judiciary, lack of awareness among the public, personal problems of the victims and political and financial influences are the major reasons for the dissatisfaction of women complainant as per the respondents..

Overall it could be concluded that the accessibility of women to police offices need to be improved further and is possible only through increasing the sensitivity of police personnel to women and children. The concerns and issues raised by the complainants even if it is of smaller percentage need to be addressed as it has wider implication among the larger community.

9. Remarks - Research Officers

The interviewers were asked to observe the process at police station while being in the station for the official meeting and for collecting the secondary details of the complainants. The information

thus collected was consolidated and the major ones are presented here. The study focusing on women accessibility to police offices and to assess the sensitivity of police personnel, these observations may be useful for planning strategies to strengthen the accessibility.

The research team received warm welcome from a very few police stations. Four Sub Inspectors was so hospitable, cooperative that they gave a briefing about the overall functioning in station and the investigating procedures even without asking for.

In all the stations, they provided a WCPO throughout for supporting the research team to locate the complainants. Except two or three WCPOs, all others were very supportive and were showing great interest throughout the process.

Around 50% of the police station, they could provide transportation facilities to reach out the complainants.

In majority of the police station there was no place for a visitor/ complainant to sit and document/collect materials.

The majority of the officers at police stations are not that keen on the study, even after being informed by the Dy SP. The research team had to be slight pushy to get the work done.

Even after repeated intimation from the higher officials to extend assistance in time, a few station officers remained obstinate.

Interestingly even after meeting the Station house officer and briefing the purpose of visit other police officers at station one after other came and enquired why two of us were at the station. Uninvited queries about our personal details came all the way long till the team left the station. The same concern was raised by majority of the women complainants during the interviews.

The way in which the police personnel interact with the public in general could have been more courteous.

10. Limitations / Constraints

Primary target group being complainants spread across the district, time allotted for carrying out the study was not sufficient.

Half of the police station has wide area and the complainants have to be located even from interior parts of the district, which resulted in hours of travelling.

Change of residence and lack of clear land marks in locating the houses of complainants delayed the process of data collection.

The details of complainants available with the police station were incomplete and took more time to trace out the details. In many places the research team had to sit and verify the entire documents, which resulted in huge loss in terms of manpower.

Even after written communication and telephonic instructions the research team had difficulties in gaining support from some of the stations. The study has to be owned by the police officers as it is conducting for the police department.

Vehicle provided from some of the stations helped the team to save the travel time and cost, while in half of the places the same had to be managed by the research team by hiring vehicles.

The sample proposed for the study from the district is from July 2014 to December 2015 and could have been limited to one year.

The research team literally followed the interview schedule without making any changes as the study is conducting across the State.

The interview schedule provided is not appropriate for the Judiciary officers and hence could not include the category as sample population.

The budget allotted for the study is not sufficient enough to meet the expenses, especially when a wide area has to be covered for data collection.

Due the qualitative nature of the data it took longer time for data screening, coding and tabulation.

Despite all these limitations and constraints, we could complete the study in its fullest form without compromising quality.

ANNEXURE -1 – NO OF COMPLAINANTS INTERVIEWED / POLICE STATION

SI No	Police Station	No of registered cases	No of screened cases	No of interviews conducted
1	Kannur City	29	08	5
2	Edakkad	18	08	4
3	Chakkarakkal	31	11	6
4	Valapattanam	46	17	10
5	Kannappuram	10	07	2
6	Mayyil	11	06	--
7	Taliparamba	21	09	1
8	Pazhayangadi	20	08	5
9	Payyannur	29	08	5
10	Peringome	50	22	6
11	Alakkode	44	15	10
12	Kudiyamala	16	08	6
13	Sreekandapuram	27	09	8
14	Payyavoor	03	--	--
15	Iritty	18	07	5
16	Ulikkal	07	05	1
17	Aralam	11	05	--
18	Karikkottakkiri	06	05	--
19	Mattannur	37	12	6
20	Irikkur	07	05	--
21	Peravoor	16	09	4
22	Kelakam	20	09	4
23	Maloor	02	--	--
24	Kuthuparamba	31	12	6
25	Kannavam	17	07	4
26	Kadirur	21	08	3
27	Panoor	29	10	6
28	Kolavalloor	09	06	-
29	Chokli	29	10	6
30	Thalassery	38	16	10
31	Dharmmadam	27	08	6
32	New Mahi	13	08	5
33	PariyaramMCPS	27	10	5
	Total	720	273	139

Acknowledgement

School of Behavioural Sciences wishes to acknowledge the support received from all stake holders, which made the task of data collection much easier and at the same time an engaging one too.

Our special thanks to Smt. Sandhya.I.P.S, Additional Director General of Police, (Modernization) & State Nodal Officer, Janamaithri Suraksha Project, Govt of Kerala for proposing a study to understand the field realities through reaching out the target communities at their own premises.

Our thanks are also due to the Superintendent of Police, Kannur Police District for giving us an opportunity to be part of the study carried out across the state.

We express our sincere gratitude to Shri. Viswanadhan, Deputy Superintendent of Police, Narcotic Cell, Kannur for his committed effort for the smooth processing of the study without which this will not have been come up in its present shape.

We wish to acknowledge the support and cooperation of women complainants, police officers who took time off their busy schedule to be part of the interview process with much sincerity, earnestness and patience.

We are as well thankful to the other police personnel who helped us during the data collection, especially to all WCPOs who were assigned to direct us to the complainant’s residence. We are also thankful to Shri.Suresh, for his support and help to the research team.

Last but not the least- special thanks to Amreen for her commitment through out the study and to Shahanaza, Abhijitha, Dhanya, Thomas, Rishana, Amritha, Siji, Sukanya, Jeena, faculty members, and all other 2nd semester M Sc Clinical and Counselling Psychology students - this study definitely would not have been possible without all their assistance, warmth, patience and wonderful support extended during the course of evaluation which truly demonstrated a “ partnering approach”.

ACCESSIBILITY OF WOMEN TO THE POLICE OFFICES AND HOW TO IMPROVE THE SENSITIVITY OF POLICE PERSONNEL TOWARDS WOMEN AND CHILDREN (IDUKKI DIST.)

By St. Joseph College, Moolamattom

Introduction

The ancient Indian society has given due respect to women and is well evident from the Vedas and the Manusmriti and also from the great ancient works. Even the women were worshiped in the form of Goddess in the society. But later on many evils have carved the society and the status of the women was deteriorated. One of the main reasons is the upcoming of the British rule and the several practices in the society.

After the Independence the Constitution of India was enacted and the Article 14 gives equality before law. By Article 15 (3) of the Constitution the women and the children are getting special privileges and there by special enactments have been passed for the welfare of women and children. The condition of the women began to change after independence.

Women in India are now on an empowering stage. Many laws and procedures helps women in resolving their problems and the women and children are getting priority in almost all the fields. Even if all the tasks have been enunciated the women in India are not treated at par with men in the social and family life.

Idukki district was known for the atrocity against women and children. The child marriages in the tribal and the remote areas and also the unwedded mothers were one of the major problems faced

To call women the weaker sex is a libel; it is man's injustice to women. If by strength is meant moral power, then women is immeasurably man's superior,.....

Mahathma Gandhi

by the society. Apart from that the increasing number of juveniles doing heinous acts and the crime against children were also troubled the society. But in recent days these types of crimes and the cruelty towards the children have decreased. The wordings of the member of Kerala Women's Commission Prameela Devi said that the crime against the women and children have fallen. It is also said that the new assessment has come as a respite since the district was noted for its atrocities against women and children.

The Idukki district is having less population and is in greater extent when compared to the other districts. Moreover the urban population is very less and many among the other follow the very old custom and tradition followed by the tribals in the hilly areas. As the urban population is very less the educational status is also comparatively less when compared with the other districts in Kerala.

Law and Order in Idukki

The Idukki District Police is having its Head Quarters at Idukki and is having three Police sub divisions Thodupuzha, Kattappana and Munnar and there are 12 Circles and 30 stations and 1 Traffic wing at Thodupuzha and Tourism Police wing at Kumily and Munnar to keep and protect the Law and order in the society.

The District court centre of Idukki is at Thodupuzha and there are other 6 centers at Devikulam, Peerumedu, Idukki, Nedumkandom, Kattappana and Adimaly.

Apart from this to protect the women and children, the women Protection Officer and the Child Welfare Committee is also doing their work in order to wipe out the evils from the society. The Juvenile Justice Board is Functioning in the District Court Complex at Thodupuzha. The Social Justice Department, The service Providers and the NGOs are also performing their greater part to protect the women and children and also for their welfare.

Crux of the Study about the women and children under the State Plan Scheme 2015-2016.

In order to have a greater analysis on study a study team was appointed by the District Police Chief and the MSW students of the various colleges were selected for the study team. The study team consisted of Mathew Devassia and Anju George from Marian College Kuttikkanam, Jomin George and Bijo Baby from Santhigiri College, Vazhithala, Amrutha S Kumar and Anju Cicily Kuriakose from St. Joseph College Moolamattom. The study team has conducted an efficient study about the accessibility of the women to the police offices and to the criminal justice system and they conducted the interviews of the judges, prosecutors and the women activists. As the study team could not complete their preferred number of respondents with the available prosecutors and judges they conducted the interview of the retired and the ex-prosecutors in order to have a detailed study.

REPORT OF THE INTERVIEW OF THE WOMEN COMPLAINANTS/PETITIONERS ON ACCESSIBILITY OF WOMEN TO CRIMINAL JUSTICE SYSTEM

The study teams have met the women victims and petitioners who are a part of the criminal procedure and the study could reveal many things. The main and the important thing is that the women if at any stage of their age, educational status at their first instance to approach the police station they fear to go alone to the police station and they seek mainly the help of relatives and then the preferences goes to politicians and neighbours. Many of them have given the complaint on self motivation and there was delay in approaching due to the social stigma or the fear of being ridiculed. After registering complaints many of them face difficulties. The complainants lack legal literacy but they all are satisfied with the action taken by the police.

At the FIR stage the complainants were not needed to wait in the station and in 80% of the cases the FIR was registered with in a time of 4 hrs. The police personnel have taken out the details of the case and they didn't use any indecent languages. The case in which the complainant was questioned by a women police officer is

comparatively less. In most of the cases they were not informed about the preserving and keeping of the material evidences. In the cases in which the medical examination is necessary the police have sent them for the medical examination. Most of them didn't get or served with a copy of the FIR.

During the investigation stage, most of the complainants have the opinion that the investigation officer has shown seriousness and also they are satisfied with the investigation. On the other side in the questionnaire regarding investigation, the questions like whether all witnesses were examined, whether the accused was questioned, whether the investigation officer has collected all the material evidence involved in the case etc., the complainants are unable to fetch out an answer for many of the questions as they are unable to follow the procedure and also they are unaware of the procedure. Most of them are unaware about the filing of the charge sheet. In full strength they opine that the SHO have redressed their grievances. About the partiality and about the delay most of them could not speak out correctly as it could not be said. The cost incurred for filing complaints in most of the cases is for own transportation and is comparatively less, but there are exceptions in which the fee was given for the advocate and also for other purposes like for the travelling for collecting the material evidences. For the question the time you had spent to get your grievances redressed the complainants have different opinions and they have given it as the total working day spend for the purpose and the total time lag till the trial is over. The major cause for the dissatisfaction also different answers have come out and the main one is the absence of women police for questioning and investigation, delay in trial etc. The bribe by police is not cited anywhere in the answers. To improve the customer service of women, the privacy while questioning and questioning by women police have got priority and the information regarding progress of investigation is also cited. Except in one or two cases the accused is not troubling the complainants and most of them are ready to come to the police station alone if any other complaint is to be made but some others still hesitate to come. The most important thing is that the complainants are satisfied with the way in which the police handled their case.

**REPORT OF THE INTERVIEW OF JUDICIAL/PROSECUTION
OFFICERS ON ACCESSIBILITY OF WOMEN TO
CRIMINAL JUSTICE SYSTEM AND GENDER SENSITIVITY
OF JUDICIAL/PROSECUTION OFFICERS**

The interview of the judicial/prosecution officers is much relevant as they are persons who deal with the problems of women and children when a complaint is being trialed in a court of law. Most of them are satisfied with their job. They have different answers about their motivating factor of the career and they all are getting enough motivation to do the job with commitment. Many of them could not speak out about the major achievement and to the exception one prosecutor has narrated his experience in the Italian Marines Case. To the majority they do not regret in joining the department and is satisfied in the career. To do the justice, to without any delay, speedy disposals and to help the poor are the top most priorities of their job. Even though most of them have undergone the training on gender issues they could not give the accurate training period and also they are unable to give the information regarding the orders, instructions and circulars they have come across. They opine that the department is giving priority to women seeking remedy and only some of the officers felt that the department has become more gender sensitized and most of them are of the opinion that it is to some extent. About the geniuses of the charged cases they opine that to some extent only the cases charged are true. Regarding the discourage of women from approaching courts with domestic violence most of them responded that to some extent it should be discouraged and some alternate methods should be arranged to solve the problem and if it is failed then only they have to approach the courts. Majority are of the opinion that only to some extent only the present sensitivity of personnel in the judiciary/prosecution wing is sufficient to deal with the cases of women victims in fair manner. They will approach to file a complaint if any women in their family had to file a complaint. To most of them they will convict/expect conviction the 498 A cases if one of the relative of the victim reliably speak about the crime. They believe that eve teasing should not be ignored and is not a normal male behavior and except one or two will not look into the character of the women complainants and the exceptions think it is correct and is substantiated. Most of them

direct the girls to accompany with the male members when they go to cinema halls and public after the sunset. The dissatisfaction of women customers is same as noted as the delay in trial, privacy etc. They are of the opinion that only some cases of offences against women are getting convicted and the reason for low conviction are influence, delay in trial, failure of prosecution, lack of evidence to prove the case etc..Everybody rate them as excellent very good or good as a gender sensitized person. Compare to their colleagues they think them as better or same as others and everybody is satisfied by their performance as a gender friendly officer.

REPORT OF THE INTERVIEW GUIDE FOR KEY PERSONNEL (WOMEN ACTIVIST) ON ACCESSIBILITY OF WOMEN TO CRIMINAL JUSTICE SYSTEM

The study team has conducted the interview of the women activist mainly the women activist working under the Domestic Violence Act, mainly the Legal Counselors of the Service Providing Centers and Women Protection Officer, Kudumbasree personnel, ASP of Munnar, Members of Pembillai orumai, Counselors and other activist working with Seethalayam and Bhoomika, Members of Idukki Women Council, advocates of the Jagratha samithies etc.

In the opinion of the women activist the atrocities against women and the allied aspects has increased a lot and alcoholism, sexual assault, illegal relationships, domestic violence, misuse of mobile phones, misuse of social media, suspicious nature of spouses, family issues are the main reasons for increasing the atrocity against women. Most of them think that the offences against women are not being convicted and the reason for dissatisfaction is as discussed as earlier in the other ones. For the speedy redressal of the grievances they suggest for impartial and speedy trial free from any interference they also opine that the gender sensitivity among the judicial and prosecution department is comparatively low.

CONCLUSION

Even though the women are coming up with complaints the accused are not being convicted due to many reasons. The delay in trial and the third party interferences are the major reasons for the same. The women complainant are satisfied with the action taken by the police but the complaints have no legal literacy and they are not being informed about the case and its stages. Moreover regarding investigation also the complainants have no information and they lack the information regarding keeping and preserving the material evidences for the case. There are some factors which led to the dissatisfaction of the women complainants which pave the way for settling the cases and thereby acquitting the accused. The judicial/prosecution officers are also not fully sensitized and they are also reluctant to give an answer that all cases coming up for trial are true cases and the cases are convicted satisfactorily. The judicial/prosecution officers are doing their job with dedication and in their opinion also women complainants are not satisfied. The women activist also gives a picture that the atrocity against women have been increased but there are many dissatisfactory things to the women complainants.

Moreover it is also concluded that even though it is a study of women and children nothing in the questionnaire has led to take a conclusion regarding the treatment and care of the child in criminal justice system and in the interview schedule also no special officers appointed for the welfare of the child is cited to be interviewed for the purpose.

SUGGESTIONS

IN POLICE STATION

1. Women are afraid to register cases fearing the long and prolonged wait for justice, inconvenience of frequent trips to the Police Station, social stigma once the matter becomes public and lack of family support.

2. Women face a lot of pressure to go for an out of court settlement or to approach High court to quash the FIR. Once the case is registered she becomes a victim of blackmail and threats, revenge by the accused and hence does not allow the legal system to do its task properly.
3. Most importantly any issue involving police intervention is seen as a shameful thing by women and hence they are reluctant to approach Police they usually attempt to compromise matters. This is because they lack the courage to take up the issue legally in order to punish the perpetrator.
4. Sometimes Police personnel are not sensitive to problems of women. They indirectly blame her or start questioning her moral values and character rather than adopting a legal approach to the issue.
5. Special women police officers should be appointed to question or to take down statements of women victims.
6. Private place should be allotted to wait, question and to take evidence.
7. The copy of the FIR should be served and the counter sign may be obtained and a small brochure containing the further procedure should also be served.
8. A legal aid cell should be established in each police stations and one women officer may be appointed to make them aware of the procedures in the police station at the different stages of the complaint.
9. A register must be kept by the said officer and she shall consult with all the women complainants and should obtain the counter signature with their opinion.
10. The cases of women complainants must be given much importance and should be given a direction to submit the charge within 90 days or without unnecessary delay.

11. Now the legal aid clinic of the KELSA is through the Panchayath and that should also be conducted in the premises of the Police station once in a week especially for women.
12. Classes on gender sensitivity should be conducted among the police personnel.

IN COURTS

1. Special courts should be established to try the cases of women victims. Even though it is established these cases are being tried with other cases and there will be interaction with persons in other types of cases. A separate day can be taken for these types of cases.
2. The special courts should consist of women judge and women prosecutor.
3. The aiding from the police also should be done through a women police officer.
4. The special court should be established away from the other courts otherwise, separate entry for the women complainants should be made in order to protect their identity .
5. Even though in camera proceedings are followed by the court in examination of the women victims, once they come out they are subjected to exposure even in court varandhas. So no public should be allowed to hear any matter dealing with these types of cases.
6. Classes on gender sensitivity should be conducted among the judicial officers, advocates and prosecution officers.

**KERALA POLICE PLAN STATEMENT
FOR IMPLEMENTING AND INTERNALISING
THE COMMUNITY POLICING STRATEGY**

Mission Statement:

The Kerala Police is committed to develop partnership between the public and the police so as to ensure safety and security in Kerala to the best possible extent and also prevent crime without affecting the rights of citizens, at the same time upholding the human rights of each citizen (as envisaged in section 3 of Kerala Police Act). We are dedicated to serve and protect and will continue to strive for strong Community relationship while providing a safe environment and thereby enhance the quality of life of the people.

MOTTO:- Kerala Police is committed to People Police Partnership for Security.

Our Vision Statement:

The Kerala Police shall develop a trusting working relationship based on mutual trust and respect with the Community so that each and every citizen and our visitors enjoy the highest possible quality of life strengthened by a sense of meaningful and democratic security.

Our Operational Strategy:-**1. Leadership**

· The leadership will be committed to the philosophy of Community Policing and will formulate Community Policing goals as core Policing strategy.

· The leadership is committed to provide technological and financial aids for the Community oriented activities.

· The leadership will encourage all its members to become leaders within the sphere of work of each and will adopt policies which inculcate and encourage problem solving and decision making capabilities among all officers.

The District Police Chiefs will be responsible to encourage subordinates to be creative with problem solving techniques and implement the projects taking responsibility for the physical and operational aspects of the project.

The Inspectors and SDPOs will be responsible for ensuing house visits and arranging regular training programmes for the Community members and police personnel with the philosophy of Community Policing.

Beat Officers, CROs and SHOs will be responsible to make house visits and meet regularly the Janamaithri Suraksha Samithi members.

Community Policing will emerge as the core policing strategy.

2. Decentralization and Empowerment

Every Police Station area will be divided into Beats as envisaged in section 64 of the KIP Act. The Beat Officers will be in charge of their own small area and they will be empowered to forge partnership with the Community. The SHO will be responsible for extending the Operational support to the Beat Officers and CROs and thus implementing the project in partnership with the Community.

3. Community Empowerment

The community of citizens shall recognize that the security of the community can be improved by co-operating with the Police and citizens must come forward to work together with the Police in solving security problems. To facilitate this, programmes will be held by the Police to create awareness within the community and to instill confidence among the public regarding their role.

We will continuously and conscientiously strive to develop a positive relationship with the community, as envisaged in Section 63 of the Kerala Police Act.

We will scale up our efforts to forge partnerships with poor, downtrodden, Scheduled Caste & Scheduled Tribes communities for ensuring their safety and security and to encourage them for a fearless quality life.

INSTRUCTIONS TO CONTRIBUTORS

'Janamaithri' - *A Journal of Democratic Policing* is published bi-annually in January and July every year by the Community Police Research Centre, Kerala Police, Police Headquarters, Kerala, India.

The Community Police Research Centre, is a research arm of Kerala Police, fully funded by the Government of Kerala, which by establishing deep rooted collaborations with academia, and civil society, aims at breaking new ground, in developing cutting edge practices for Policing in democratic societies, particularly in the developing world.

The journal welcomes contributions in respect of theoretical and practitioner perspectives, empirical studies, critiques, brief write ups in respect of recent good practices in Democratic Policing, comparative studies, book reviews, cartoons, etc; that is of relevance to the policing world in developing and transitional societies. The journal particularly encourages contributions, in respect of current policing innovations, backed by rigorous quantitative analysis. Argumentative essays dwelling on the core thoughts in Police sciences are also welcome. The journal also publishes news of advances in democratic policing in Police forces across the world. Academic articles/ essays should ideally not exceed 6500 words, and practitioner notes should not exceed 1500 words. Contributors are also requested to include an abstract of 100 words, as well as a brief biography of not more than 50 words. Submissions may be made electronically to janamaithri.pol@kerala.gov.in, or janamaithri.journal@gmail.com or by regular mail to the Editors, *'Janamaithri'*- *A Journal of Democratic Policing*, Community Policing Research Centre, Police Headquarters, Thiruvananthapuram, Kerala, India- 695003.

The journal follows the American Psychological Association (APA) reference style, based on the *Publication Manual of the American Psychological Association* (5th ed).

For more information please visit
www.democraticpolicing.org

DISCLAIMER

The views published in Janamaithri – Journal of Democratic Policing express solely the opinions of the respective authors. Authors are responsible for the citing of Sources and the accuracy of their references and bibliographies. The editors cannot be held responsible for any lack or possible violations of third parties' rights.

Janamaithri – Journal of Democratic Policing may contain links to web sites operated by other parties. These links are provided purely for reference purpose. Such links do not imply Janamaithri – Journal of Democratic Policing's endorsement of materials on any other sites and Janamaithri – Journal of Democratic Policing disclaims all liability with regard to the access of such linked websites.