

INTRODUCTION

Police force is one of the most omnipresent and omnipotent organisations in the society and the policemen happen to be the most visible representatives of the Government. In an hour of need, danger, social crisis or difficulty when the citizens do not know what to do, the nearest police station and a policeman happen to be the first consideration and also the most appropriate one to approach. For this reason the police force is expected to be accessible, interactive, protective and helpful. It is also expected to build an image whereby it is perceived to be able to resolve crisis situations and appears fearsome to antisocial elements. Understandably, the roles, functions and duties of police personnel are bound to be of diverse and varied in nature, while at the same time are also complicated, time-bound and challenging.

The Police department faces direct interaction with various elements of the society such as citizens, representatives of media, lawyers, businessmen, social activists, politicians, etc., as the complainants and/or the accused. The police personnel are expected to enforce discipline in the society, make people conscientiously follow laws and rules and at the same time maintain cordial relations with general public. Continuously increasing area of supervision, extra working hours and frequent criticism from Press and Media and also pressures from various quarters of society are likely to make the job of police tougher. Consequently, the stress they face in carrying out their duties is likely to get reflected in their day to day interactions with public.

The nature of police job is such that the effectiveness of many of its duties depends on the cooperation of people, to a large extent. While the Police department is expected to adopt a proactive approach, it is also expected to create fear among criminals by its superior investigative and detection skills. These facts notwithstanding, the citizens have their own expectations and perceptions of Police force, which are based on their own experiences, those of their acquaintances and image perceived through media. The current study focuses on this very aspect and attempts to find what image the police department carries among

citizens of Mira-Bhayandar, by way of a survey titled: **‘Mira Road Police: A Survey on Perceptions About Effective Policing in Mira-Bhayandar’**.

ABOUT MIRA-BHAYANDAR - BHAYANDAR:

The 2011 India census recorded a population of 814,655 in Mira-Bhayandar having a geographical area of 79.5 Sq. Km. This converts to a population density of approximately 10,000 per Sq. Km. Economic growth is led by the manufacturing sector. Bhayandar is divided into two parts by the Mumbai suburban rail line - East and West. Mira-Bhayandar has seen development only in the East part, while the West part, on the other side of the railway line is covered with salt pans and mangroves. Mira-Bhayandar East is a predominantly residential area. Its calm, quiet surroundings and low pollution make it a desirable residential oasis.

Bhayandar West was traditionally residential, and the East predominantly an industrial area in the field of steel utensils manufacturing. Recent population growth and a flurry of construction have blurred the boundaries between Bhayandar and neighboring Mira-Bhayandar on the East side of the rail tracks, turning it into a populous suburb. Government-owned Salt Pans and marshland in West Mira-Bhayandar have restricted the southward spread of Bhayandar. There is a lot of scope for development of this land as it has the potential to house large industrial complexes.

Most Spoken Language is Hindi, spoken by 60%, Marathi by 22% and among minority languages, Gujarati is spoken by 13% and Bihari by 5% of the population. There are about 82% Hindus, 14% Muslims, 2% Christians, 1% Buddhists and 1% other religion followers.

About Mira Road Police:

For ease of administration, Mira Road Police is divided into six areas. Each area has a Police Station under it. These are as under:

Police Station	Area Covered
Mira Road	Park, Sheetalnagar, Beverley Park, Latif Park, Subhashnagar and Ramdev Park
Kashimira	Miragaon, Ghodbandargaon, Versovagaon, Chenagaon and Kashigaon
Naya Nagar	Nayanagar, Geetanagar, Nupurnagar, Shantinagar, Shanti Park, Poonamnagar, Poonamsagar, Poojanagar, Govindnagar, Parshwanagar, Sheetal Nagar and Shanti Vihar
Navghar	RNP Park, Bhaji Market, Queens Park, Subhash Nagar and SagarDrushti
Uttan	(Uttan itself is a small area/village. There are no separate areas/localities in it)
Bhayandar	JaiAmbenagar, Ganesh Dewalnagar, Annanagar, Nehrunagar, Shastrinagar, Balajinagar, Narayannagar, Vinayaknagar, Shantinagar, Geetanagar, Jalaramnagar, Bholanagar, Ambedkarnagar, Murdhagaon, Sadanandnagar, Raigaon, Shivnerinagar, Morvagaon and Nazrej.

Taking into consideration the diversity of population of Mira-Bhayandar on different parameters and the spread of police administration, an attempt has been made to cover all strata of the population in each police station area.

SURVEY METHODOLOGY

2.1 NEED FOR THE STUDY

Citizens, in general, have certain expectations from the police and have certain perceptions about them too. With a lot of migrant population already existing in Mira-Bhayandar and continued influx of people from various parts of India in search of livelihood and lot of construction & development activities taking place, the landscape of Mira-Bhayandar has undergone dramatic change over the last few years. The need for policing, therefore, has increased. Thus, there is a need to understand and find out the expectations and perceptions about Police force in the minds of residents. This need is necessitated by the following factors:

- Lot of migrant population from all over India, especially North and North-East, settled in Mira-Bhayandar, has added cultural, ethnic and religious dimension to this area.
- Technological developments and use of electronic media have enabled faster data transmission, thus facilitating vast reporting on crime related cases, among others, even from nooks and corners; something that was hitherto not witnessed to such an extent.
- Lack of employment opportunities to youth have added to the existing woes of people.
- Increasing population has also resulted in Mira-Bhayandar expanding geographically, thus putting pressure on the Police machinery for Maintenance of law and order.
- Limited manpower at the disposal of Police department, as reported by media from time to time.

The above factors make job of the Police department very challenging. Hence, this study is an attempt to facilitate the police administration to establish effective police-community relationship.

The findings of the survey shall be open to interpretation and are expected to throw light on various dimensions of police – public relationship. The findings are also expected to have a meaningful insight into people's perception about police, which shall help the Police

department in reshaping various policies aimed at bringing in increased efficiency and effectiveness.

2.2 OBJECTIVES OF STUDY

The survey is aimed at conducting a detailed police station wise analysis of expectations and perceptions of the people of Mira-Bhayandar on effective policing. The various objectives of this survey are as follows:

1. To understand the expectations of citizens of Mira-Bhayandar from Police, with special reference to their interaction.
2. To study and analyse the expectations of citizens of Mira-Bhayandar with respect to the existing image, skills, attributes and responsiveness of Mira Road Police.
3. To study the perceptions of an individual about the Police and people's trust on Police department, through aspects like willingness of public in involving police in case of problem, comfort level during interaction with police, readiness to help police in investigations, willingness to seek police help, comfort level in visiting a police station irrespective of gender and reason for visit.
4. To understand the perception of citizens of Mira-Bhayandar on safety of their women and senior citizens.
5. To study the perception of people regarding image of Traffic Police of Mira-Bhayandar in terms of their attitude, conscientiousness and helpfulness.
6. Recommend methods and strategies to improve the parameters in which Mira Road Police scores less.
7. Actionable measures to be taken to change those perceptions that are negative.
8. To find gap between the service delivery and expectations. To do a 'Gap analysis' about the difference i.e. quality of service, etc.
9. Prioritise the issues that require urgent intervention and suggest methods.
10. Identify the parameters that are most damaging to the image of police.
11. The ideal image of police is – helpful, reliable, honest, efficient, effective, prompt, impartial and competent. To find out the ground situation on how much is the gap between perception and the 'ideal police' that we should have.

2.3 SURVEY DESIGN

Carrying out a detailed survey of citizens of Mira-Bhayandar, trying to give equal importance to all the police stations and achieving the same representation of population in terms of various attributes like occupation, gender, age and educational profiles in the sample frame was a mammoth task. It needed detailed planning and strict administration of entire survey activity.

The survey was carried out in phased manner, with a target sample of 3000 respondents. Considering the humongous task of data collection and analysis, a team of 3 faculty members of Tirpude Institute of Management Education, Nagpur and 1 coordinating faculty and 200 students of Shree L. R. Tiwari College of Engineering, Mira Road, was involved to carry out this survey.

2.3.1 Sample Frame

Selecting the correct sample size and sample unit is a key to the success of any survey. The sample frame for this survey was determined with as many details as possible so as to cover all localities of Mira-Bhayandar. Following were the prominent guiding principles for determining sample frame:

- Sample Size – 3000
- Proportionate sample was to be chosen from areas under each Police Station. Accordingly, 649, 671, 460, 501, 223 and 445 valid samples were drawn from Mira Road, Kashimira, Naya Nagar, Navghar, Uttan and Bhayandar, respectively, totalling to 2949, after rejecting invalid forms.
- Sample to cover respondents from different age groups, educational background and with different occupation.
- It was intended that around 50% respondents should have an experience of interaction with police. This actually came out to be as 44% respondents having interacted with police and 56% not having interacted with them.

2.3.2 Questionnaire

The questionnaire consisted of 70 questions in all. Due precaution was taken to print the questions in English as well as in Hindi, keeping in mind the demographic character of the area. These questions were broadly grouped into various areas as mentioned below:

- People's expectations from Police
- Perceptions about the police force and policing
- Perception about police helpline number 100
- Perceptions about citizen's participation
- Perceptions about safety of women and senior citizens
- Perceptions about traffic police

As can be seen, a separate segment was dedicated to traffic police and police help line.

2.3.3 Data Collection

The humongous task of data collection required a large number of trained surveyors. Students of the Institute were trained by experienced faculty members.

- 200 students were trained for effective conduct of survey
- Student coordinators helped coordinate groups of 10-12 students each
- The respondents were contacted at difference places such as residence, workplace, college and tuitions, shops and kiosks, place of business, etc.
- The data was collected by these students in a span of 6 days

2.3.4 Data Validation

Involvement of large number of students could have impacted the authenticity of data. But due precaution was taken by validating the data on large scale. As a result, fake or incomplete response forms were eliminated from the survey to ensure genuineness of the outcome.

- A team of 20 students and 3 faculty members was dedicated to validation of authenticity of data.
- Around 90% of filled up forms were randomly picked up and verified by making telephone calls.

2.3.5 Data Entry and Compilation

The validated data was then entered into the computers for access in electronic form. Students were trained by the IT teachers of the Institute for correct entry of data.

- A team comprising of 30 students and 3 faculty members was formed for data compilation of completed survey forms.

2.3.6 Performance Measurement

Each respondent was asked to give response on each question on a scale of 1 to 7 as a level of agreement to the statement and the total responses were analysed on the basis of aggregation.

Rating	Degree of Agreement	Measurement of Perception
1	Strongly Disagree	Disagree/ Poor Perception
2	Disagree	
3	Somewhat Disagree	
4	Neutral	Neutral/Indecisive
5	Somewhat Agree	Agree/Good Perception
6	Agree	
7	Strongly Agree	

In case of questions on expectations from police, the respondents were given four different choices of expectations and were asked to prioritise them for the given situation.

2.3.7 Data Analysis and Interpretation

- A team of 3 faculty members was formed for analysing the data.
- The statements and questions in the survey were clubbed depending on their nature. This report is being presented for different functional area wise clusters describing different attributes as mentioned below:
 - People's expectations
 - Expectations from Mira Road Police under various situations
 - Police force and policing
 - Perceptions about behaviour of Mira Road Police
 - Perceptions about image of Mira Road Police
 - Perceptions about capabilities of Mira Road Police
 - Police helpline
 - Perception about police helpline number 100
 - Citizen's participation
 - Perception about approachability of Mira Road Police
 - Perception about trust of people on Mira Road Police
 - Perception about role of Mira Road Police
 - Perception about effectiveness of Mira Road Police
 - Safety
 - Perceptions about safety of women
 - Perceptions about safety of senior citizens
 - Traffic police
 - Perceptions about traffic police
- The data has been classified on the basis of various strata mentioned in the Survey Form
- An average rating for each statement has been calculated and interpreted accordingly.
- Detailed overall analysis of Mira-Bhayandar and also analysis for all the Police Stations has been done and the graphical presentation of data is provided in a separate report.

RESPONDENT PROFILE

Total Sample Size – 2949

Figure 1: Police station wise respondents

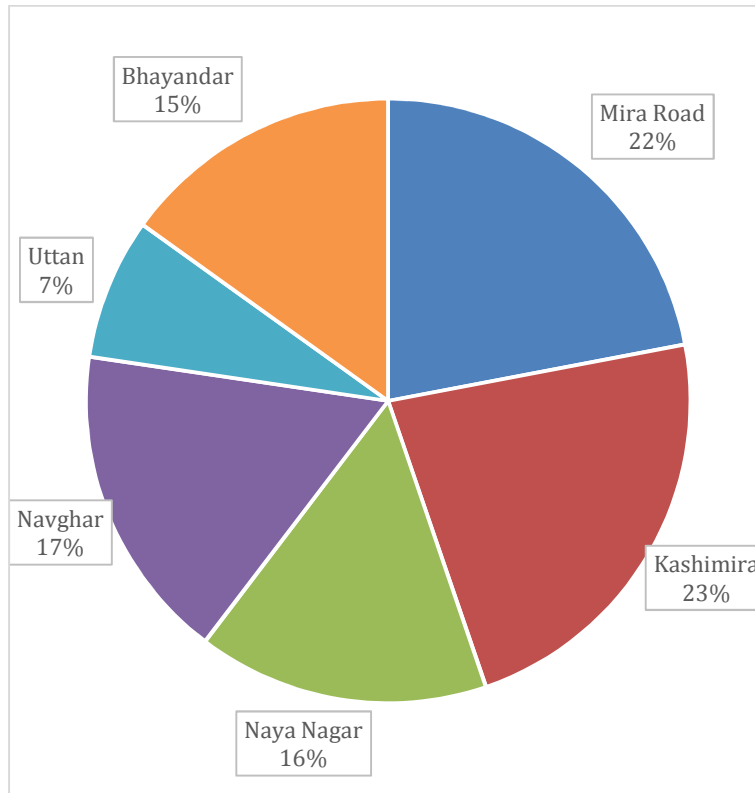


Figure 2: Gender of Respondents

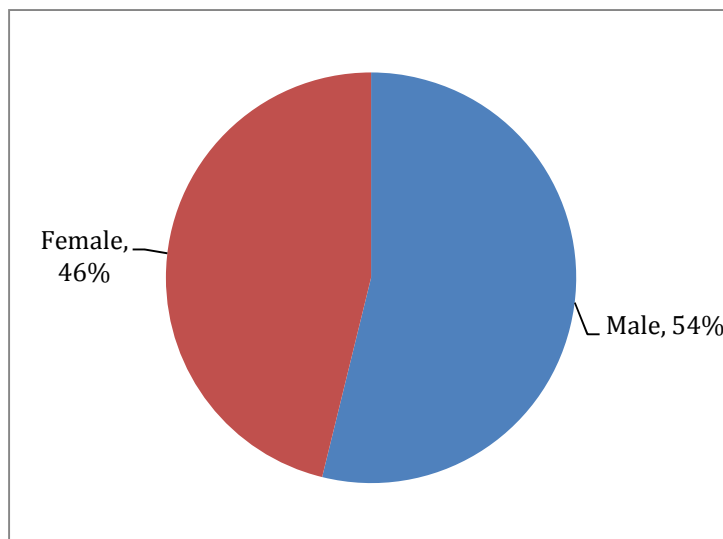


Figure 3: Education Level of Respondents

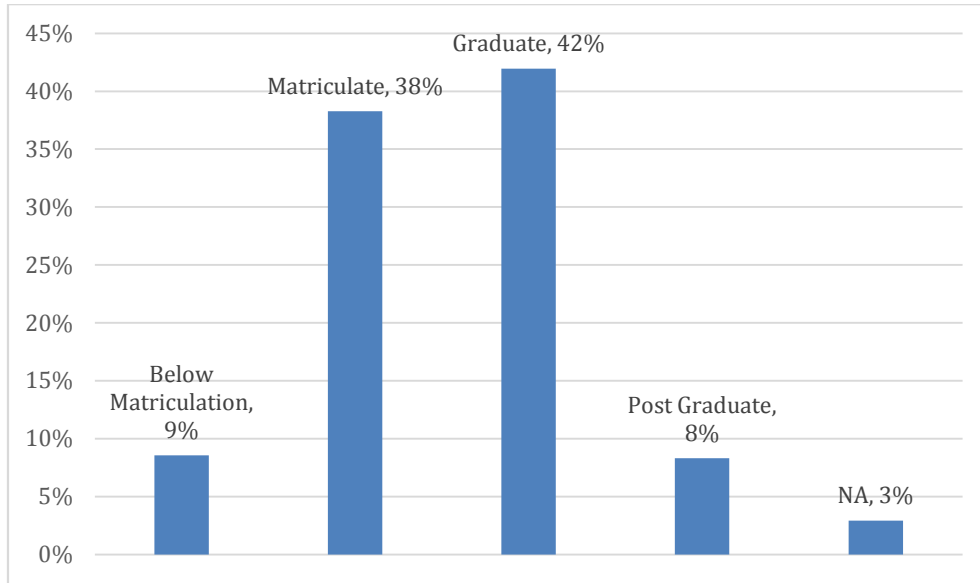


Figure 4: Occupation of Respondents

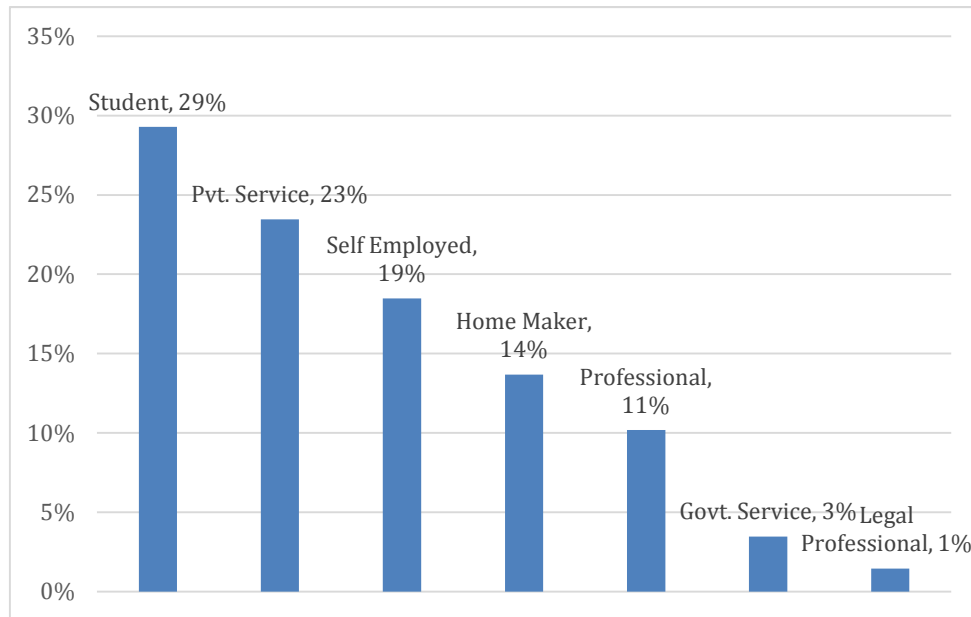


Figure 5: Interaction with Police

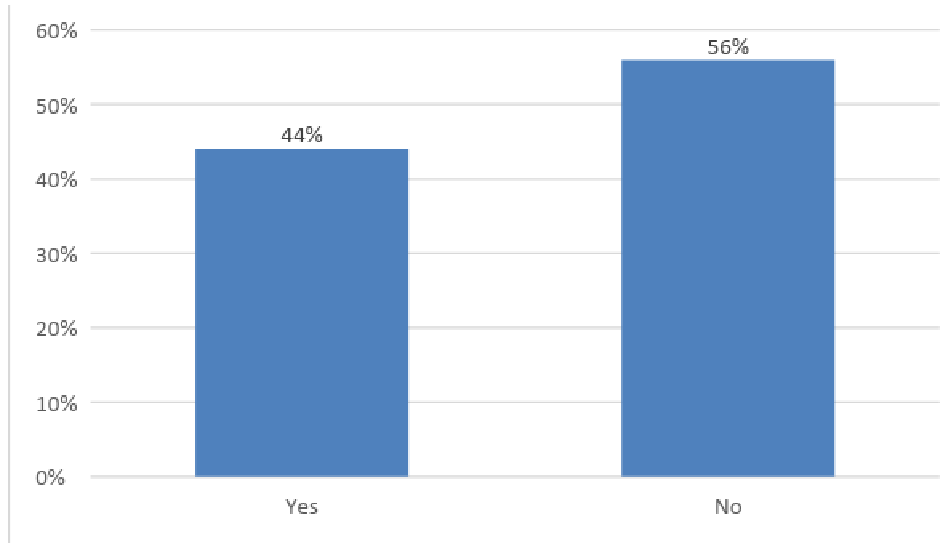
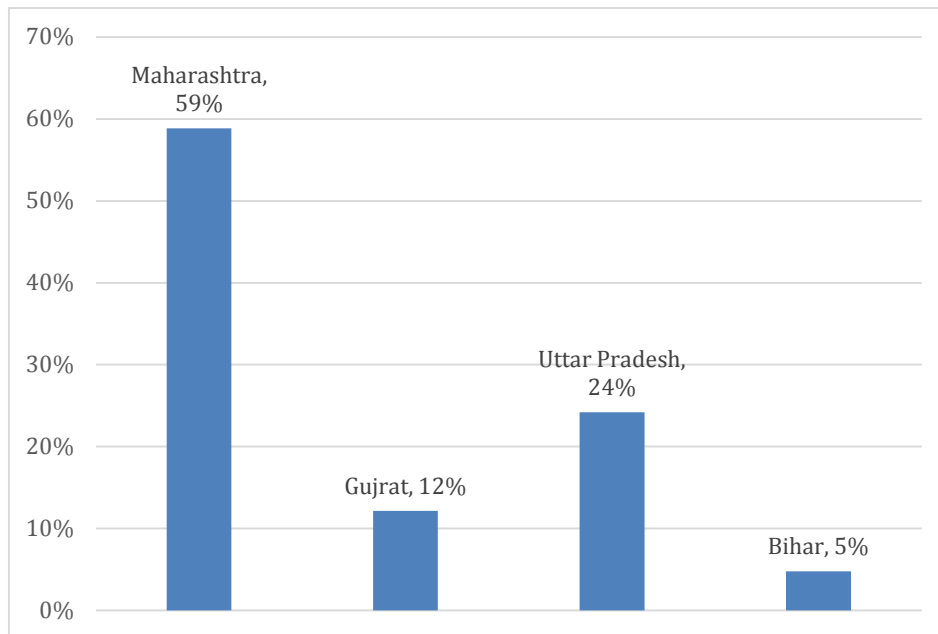


Figure 6: Respondents' Place of Origin



DATA ANALYSIS AND INTERPRETATION

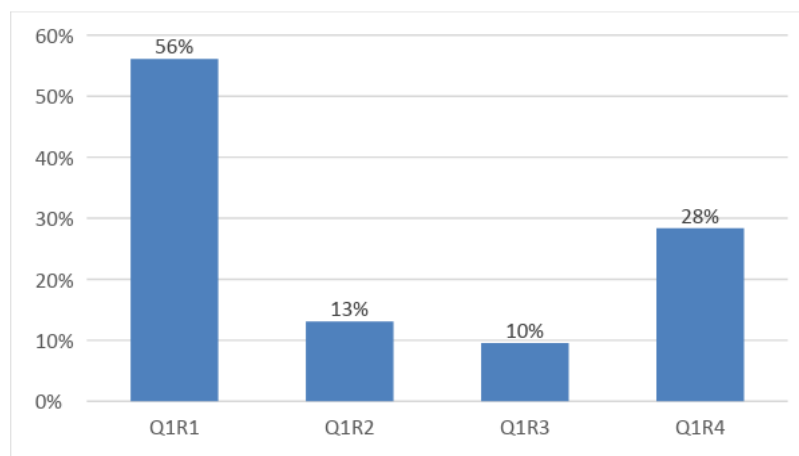
4.1 PEOPLE'S EXPECTATIONS

People have varied expectations from the Police department. People usually come in contact with police for reasons like enquiry, investigation, lodging a complaint etc. This part of the report tries to rank various expectations of residents of Mira-Bhayandar from Police, under different circumstances. These expectations are with regards to interaction and responsiveness of Mira Road Police in various situations such as during registration of a complaint, in case of theft, while making an enquiry etc. This section has 4 statements and each statement has 4 expectations, which the respondents were asked to rank in order of importance to them. Tables below show the options which were given the first rank by respondents. Thus, it depicts what the respondents expect most from the police in four given situations (four statements mentioned below).

Statement 1: In case I visit a Police Station for registering a complaint, I expect the Police

- Option a- To listen to me quietly without bombarding questions
- Option b- To give me instant justice
- Option c- To penalize the culprit at the earliest
- Option d- To register my complaint and initiate investigation immediately

Overall response:



The above graph indicates that 56% respondents have given rank 1 to 'option a', which means they want police **'To listen to me quietly without bombarding questions'**; 13% respondents have given rank 1 to 'option b', i.e. they want police **'To give me instant justice'**; 10% respondents have given rank 1 to 'option c', i.e. they want police **'To penalize the culprit at the earliest'**; 28% respondents have given rank 1 to 'option d', i.e. they want police **'To register my complaint and initiate investigation immediately'**.

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
P1Q1a	55%	55%	59%	55%	50%	60%	56%
P1Q1b	12%	12%	10%	16%	16%	14%	13%
P1Q1c	11%	8%	7%	11%	17%	6%	10%
P1Q1d	28%	33%	30%	25%	25%	26%	28%

Percentage of respondents giving 1st rank to mentioned options

- Across all police station areas, respondents have chosen option A: "To listen to me quietly without bombarding questions" as the highest ranked option (50% to 60%). It indicates that citizens of Mira-Bhayandar expect police to listen to them patiently whenever they visit police station for registering a complaint.
- Very high number of respondents from Bhayandar preferred option A. The percentage is higher than that in other police station areas and 10% higher than in Uttan. It can also indicate that in Bhayandar, listening skills of police need more improvement than in other police station areas.
- Option D: "To register my complaint and initiate investigation immediately" was ranked first by 28% respondents, which is the second most preferred option.
- There is no major difference of opinion, on option A as 1st ranked option, between respondents who interacted with police (54%) and those who did not interact with police (58%). **This indicates that people's' response of wanting 'Police to listen to them quietly without bombarding questions' is independent of whether they have interacted with police or not.** Only in case of legal professionals this difference is quite high (38% for those who interacted and 73% for those did not interact). However, this could be due to low number of legal professionals as respondents (30 numbers).

- In case of post-graduates also the difference between those who interacted with police (50%) and those who did not (68%) is substantial, for option A. This indicates that highly educated people who did not interact with police are sceptical and want police to listen to them quietly without bombard them with questions.

Statement 2: In case Police question me in some enquiry/ investigation, I expect the Police __

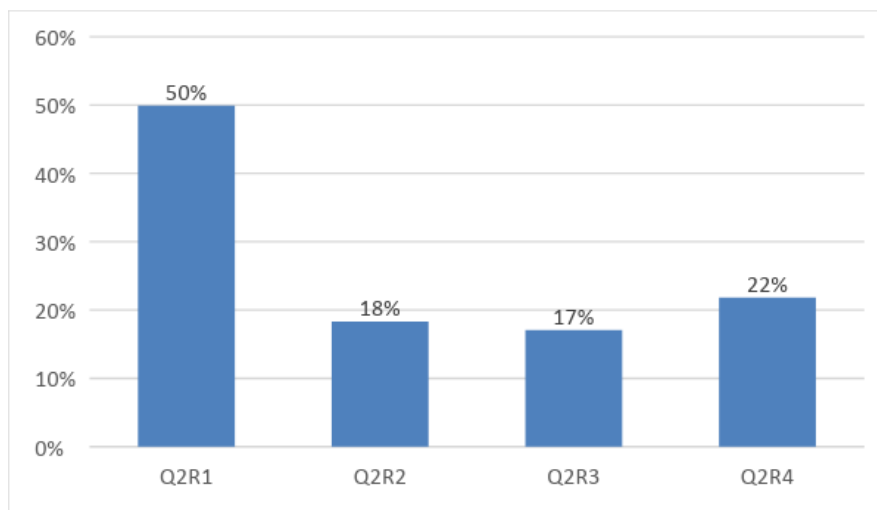
Option a- To make me comfortable and feel safe

Option b- Not to call me to the police station frequently

Option c- To display friendly behaviour

Option d- To assure me about confidentiality of my statement

Overall response:



The above graph indicates that 50% respondents have given rank 1 to 'option a', which means they want police **'To make me comfortable and feel safe'**; 18% respondents have given rank 1 to 'option b', i.e. they want police **'Not to call me to the police station frequently'**; 17% respondents have given rank 1 to 'option c', i.e. they want police **'To display friendly behaviour'**; 22% respondents have given rank 1 to 'option d', i.e. they want police **'To assure me about confidentiality of my statement'**.

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
P1Q2a	48%	46%	55%	52%	50%	51%	50%
P1Q2b	17%	18%	19%	21%	22%	15%	18%
P1Q2c	17%	18%	17%	15%	20%	16%	17%
P1Q2d	25%	25%	17%	18%	15%	25%	22%

Percentage of respondents giving 1st rank to mentioned options

- Across all the police station areas maximum respondents ranked option A as first priority. **It indicates the pressing need of making the citizens feel comfortable and safe during inquiry or investigation by the police.**
- Highest percentage of respondents giving 1st rank to option A is in Naya Nagar (55%).
- There is not much of a difference in preferences given by respondents to 'option B', 'option C' and 'option D', which are at 18%, 17% and 22% respectively. This means that respondents give almost equal importance in ranking, after 'option A', to all other three options, i.e. 'not calling them to the police station frequently', 'displaying friendly behaviour' and 'assuring them about confidentiality of their statements', when police question them in some inquiry / investigation.
- Overall there is no difference of opinion among those who have interacted with police and those who have not interacted, in terms of ranking 'option A' as no.1. However, only 38% of Government servants (occupation) who've interacted with police have given 1st rank to 'option A' as against 53% who've not interacted. This trend is reversed for private service respondents, where, 55% of those who've interacted give 1st rank to 'option A' as against 44% of those who've not interacted with police. This indicates that more number of respondents in Government service already feel comfortable and safe when police question them, compared respondents in private service.
- Occupation wise, 55% legal profession respondents who've interacted give 1st rank to 'option A' as against 40% of those who've not interacted with police. This indicates that more number of legal profession respondents feel the necessity of feeling comfortable and safe when police question them.

- Low number of respondents from Uttan (15%) have given 1st rank to 'option D' as compared to respondents from other police station areas – 25% each from Mira Road, Kashimira & Bhayandar and 17% from Nayanagar and 18% from Navghar.

Statement 3: In case of an interaction with traffic police, I expect the police __

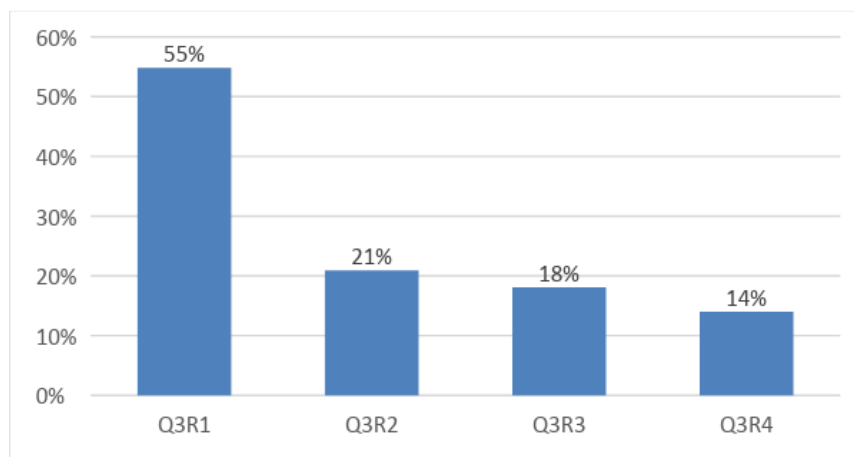
Option a- To be polite and humble

Option b- To understand my situation and be accommodative

Option c- To abide by the law under any circumstances

Option d- To relieve me at the earliest by whatever means

Overall response:



The above graph indicates that 55% respondents have given rank 1 to 'option a', which means they want police **'To be polite and humble'**; 21% respondents have given rank 1 to 'option b', i.e. they want police **'To understand my situation and be accommodative'**; 18% respondents have given rank 1 to 'option c', i.e. they want police **'To abide by the law under any circumstances'**; 14% respondents have given rank 1 to 'option d', i.e. they want police **'To relieve me at the earliest by whatever means'**.

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
P1Q2a	56%	55%	56%	57%	49%	53%	55%
P1Q2b	19%	19%	20%	24%	26%	20%	21%
P1Q2c	17%	18%	19%	16%	20%	20%	18%
P1Q2d	15%	16%	12%	11%	13%	15%	14%

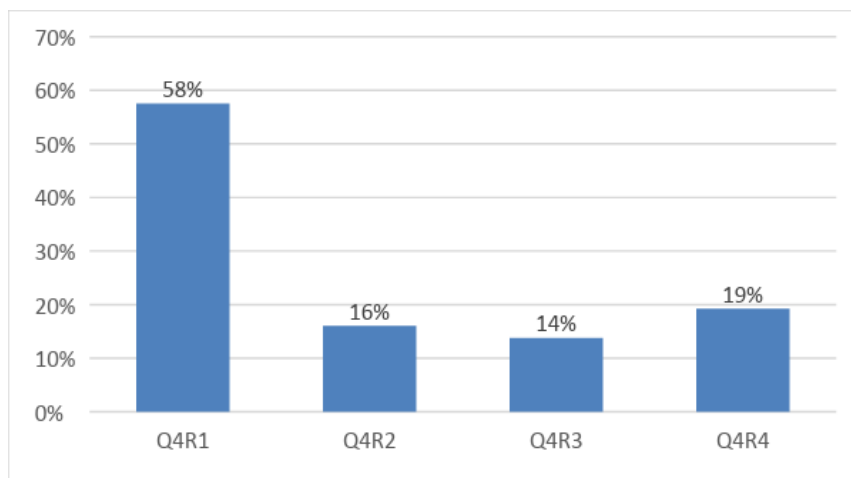
Percentage of respondents giving 1st rank to mentioned options

- In overall analysis, the largest numbers of respondents (55%) have given 1st rank to option A (to be polite and humble) and 21% respondents have given 1st rank to option B (to understand my situation and be accommodative). This underlines the need for traffic police to be humble with commuters and also traffic offenders. Also, good amount of respondents expect traffic police to understand their position and be considerate / accommodative of their situation.
- There is no significant difference of opinion, between respondents who have interacted with police and those who have not, for all four options of **'Statement 3: In case of an interaction with traffic police, I expect the police ___'**
- Also, there is no significant difference among males (13%) and females (15%) in giving 1st rank to 'option D: Relieve me at the earliest by whatever means'.
- Overall, 50% respondents have given 4th rank to 'option D' (relieve me at the earliest by whatever means). This indicates that half of the respondents are not at all in favour of getting relieved by whatever (unfair) means. Here, any earlier interaction with police plays no significant role.
- Whereas, 14% respondents, in general, have given 1st rank to 'option D, a remarkable number of post-graduate students (7% only) have given 1st rank to it – indicating that highly educated respondents are not in favour of getting relieved by whatever (unfair) means. In contrast, a higher percent of religious minority respondents (appx.20%) have given 1st rank to 'option D', indicating more number of these respondents are in favour of getting relieved by whatever (unfair) means.

Statement 4: In case of theft or burglary, when I call I expect the Police __

- Option a- To visit the place of incidence in no time
- Option b- To catch the thieves and penalize them at the earliest
- Option c- To return my belongings at the earliest
- Option d- To increase patrolling in my area to avoid recurrence of such incidents

Overall response:



The above graph indicates that 58% respondents have given rank 1 to ‘option a’, which means they want police **‘To visit the place of incidence in no time’**; 16% respondents have given rank 1 to ‘option b’, i.e. they want police **‘To catch the thieves and penalize them at the earliest’**; 14% respondents have given rank 1 to ‘option c’, i.e. they want police **‘To return my belongings at the earliest’**; 19% respondents have given rank 1 to ‘option d’, i.e. they want police **‘To increase patrolling in my area to avoid recurrence of such incidents’**.

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
P1Q4A	57%	61%	58%	58%	48%	58%	58%
P1Q4B	13%	13%	17%	20%	21%	18%	16%
P1Q4C	11%	12%	15%	15%	18%	17%	14%
P1Q4D	25%	22%	17%	14%	18%	15%	19%

Percentage of respondents giving 1st rank to mentioned options

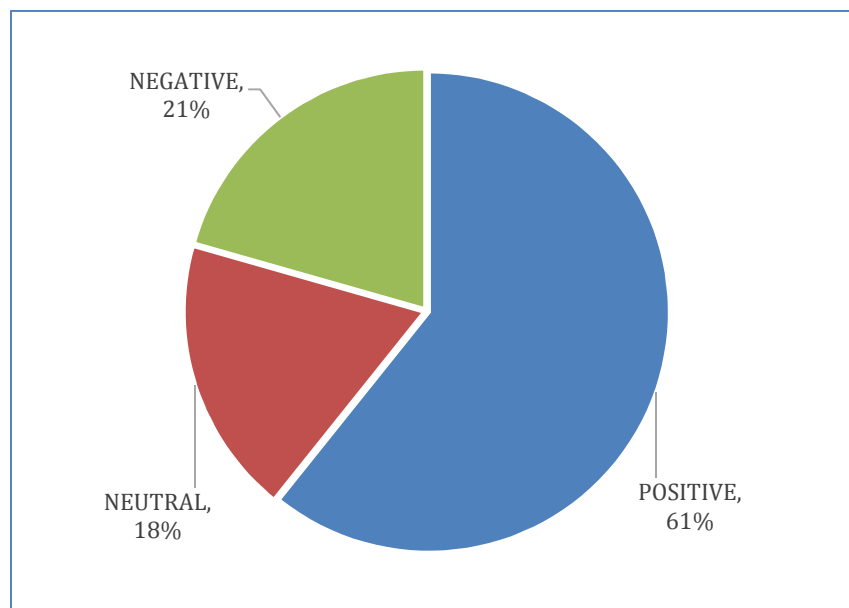
- Option A' is most obvious and hence maximum respondents in all police station areas have given it 1st rank. But in Uttan this percentage is comparatively low (48%), indicating that respondents in Uttan have lower expectations from police that they should 'immediately reach the place of incidence in no time'.
- In Uttan, percentage of respondents giving 1st rank to 'option B: To catch the thieves and penalize them at the earliest' is higher at 21% as compared to overall ranking (16%). Similarly, in Uttan, again, the percentage of respondents giving 1st rank to 'option C: To return my belongings at the earliest' is higher at 18% as compared to overall ranking (14%). This indicates that Uttan residents give greater preference to 'options B & C' and lesser preference to 'option A' as compared to overall response.
- In Navghar, lesser respondents (14%) have given 1st rank to 'option D: To increase patrolling in my area to avoid recurrence of such incidents', as compared to overall ranking (19%). Navghar residents have given greater preference to 'options B & C' as compared to overall response.
- There is no major impact of gender on expectations of citizens. Both male and female respondents have quite similar preference (58% & 56% respectively) to option A: To visit the place of incidence in no time'.
- Government service respondents and self-employed respondents have given reasonably higher preference (64% and 62% respectively) to 'option A' as 1st rank. This may indicate that more of Government service and self-employed people desire that police should visit the place of incidence in no time, in case of theft or burglary.
- Respondents who have earlier interacted with police have similar preference of options as that of respondents who have not interacted with police.
- More number of respondents who are occupation-wise professionals (23%) and Hindi speaking North Indian respondents (20%) have given 1st rank to 'option B: Catch the thieves and penalise them at the earliest' as compared to overall response of 16% to this option B.
- 20% matriculates and only 9% post-graduates have given 1st rank to 'option C: to return my belongings at the earliest'. This may indicate that significantly more highly educated people realise that returning stolen belongings cannot be done without completing other formalities/procedure.

- More number of Hindi speaking North Indian respondents (25%) and those whose place of origin is the state of Bihar (30%) have given 1st rank to 'option D:To increase patrolling in my area to avoid recurrence of such incidents' as compared to overall response of 19% to this option D.

4.2 POLICE FORCE AND POLICING

4.2.1 Behaviour of Mira Road Police

This section of the questionnaire covers behavioural aspects of Mira Road Police towards the general public, while interacting and carrying out their duty. Total 6 survey statements have been designed to observe the behaviour of police and an effort has been made to find out what portion of respondents find police sympathetic, caring and honest.



The above figure indicates that 61% respondents have found the behaviour of Mira Road Police as positive, 21% have found it negative and 18% respondents have chosen to remain neutral i.e. they do not wish to express their opinion on this aspect. A mean score of 4.76 indicates above average agreement that behaviour of Mira Road Police is good.

POLICE STATION	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
POSITIVE	61%	56%	63%	63%	62%	62%	61%
NEUTRAL	18%	22%	18%	18%	20%	16%	18%
NEGATIVE	21%	22%	19%	19%	18%	22%	21%

- An average of 61% of the respondents is satisfied with behavior of Mira Road Police while 21% are dissatisfied. This trend is similar across all the police stations and all the strata (gender, education, occupation, place of origin and religion). However, Kashimira Police Station is an exception to this where the level of satisfaction is slightly lower (56%). Another important observation is that the level of dissatisfaction is more (24%) in the citizens who previously interacted with Police than those who didn't (18%). Other notable exceptions are as below:
- Under the demographic segment Education, post graduates who interacted with Police have higher level of dissatisfaction (29%) and lower level of satisfaction (55%) than the average. Similar is the response among uneducated citizens who interacted with Police (34% dissatisfaction). These values dissatisfaction are drastically higher than those of the citizens who didn't interact with police previously.
- Under occupation, students who interacted with police and who didn't interact have different levels of dissatisfaction (28% and 20% respectively).
- Under occupation, self-employed citizens who interacted with Police have lesser satisfaction level (60% were positive) than those who haven't interacted (68% were positive).
- Citizens with place of origin outside Maharashtra do not seem to change their perception towards behaviour of police after interaction with them. But Citizens who are Maharashtrian by origin reported higher level of dissatisfaction and lower level of satisfaction (satisfaction level reduced from 64% to 58% and dissatisfaction level increased from 17% to 25%).
- In the stratum of religion, major religious group citizens seem to be dissatisfied with Police after interaction; their satisfaction level reduced by almost 5% and dissatisfaction level increased by 5% after interaction with police. But minority

citizens seem to have their satisfaction level raised after interaction. Similarly, satisfaction level of other minority group (English speaking) citizens increased from 49% to 63% and dissatisfaction level reduced from 16% to 9%.

Statement 1: Mira Road Police is Caring and Sympathetic

POLICE STATION	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	58%	51%	60%	65%	66%	58%	58%
NEUTRAL	17%	24%	18%	16%	22%	17%	19%
DISAGREE	25%	25%	22%	19%	12%	25%	23%

- This statement has a mean score of 4.68
- In all, 23% citizens are dissatisfied and do not consider Mira Road Police as caring and sympathetic. This percentage of dissatisfaction is lowest in Uttan Police station (12%) followed by Navghar police station (19%). Only 51% citizens under Kashmirira police station agree that police are caring and sympathetic.
- 27% of the citizens who interacted with police disagree that police are caring and sympathetic compared to 19% citizens who have not interacted and are disagreeing. Thus after police interaction, people found police less caring and sympathetic. This difference of opinion is found in all police stations. This difference is found to be more under Kashmirira police station. 32% citizens disagree after police interaction compared to 20% people who have not interacted with police.
- Under kashimira police station, in “place of origin” stratum, Hindi speaking North Indian respondents have recorded most negative responses. Only 39% agree that police are caring and equal 39% disagree with the statement. This depicts that Police seem to be less caring and sympathetic towards migrant population in Kashmirira.
- Gender-wise, females agree more to the statement (60%) than males (55%) but the difference is not much.
- Percentage of respondents agreeing to the statement is very high (73%) in case of English speaking religious minority citizens (religion as a stratum) who interacted

with police. In all 68% English speaking religious minority respondents agreed to the statement. This percentage is notably higher (8 to 10% high) than responses from citizens of other religions.

In all, there is plenty of scope for Mira - Bhayandar Police to improve their behaviour on being caring and sympathetic.

Statement 2: Mira Road Police is honest

POLICE STATION	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	57%	52%	58%	59%	63%	61%	57%
NEUTRAL	20%	24%	22%	22%	22%	15%	22%
DISAGREE	23%	24%	20%	19%	15%	24%	21%

- Mean score of 4.65
- Except Kashimira police station, 57% to 63% citizens under all other police stations agree that police are honest. This perception is notably less in Kashimira. Moreover, respondents who disagree with honesty of police in Kashimira is 19% for those who never interacted and 28% for those who interacted with police. It indicates that people who interacted with police found police as less honest. This difference of opinion is similar in all police stations.
- Percentage of female respondents who perceive police as honest is more (60%) than male respondents (55%).
- In the stratum of occupation, 63% homemakers perceive police as honest. This percentage is 5% to 8% higher than other occupations. Only 16% homemakers are dissatisfied with police as far as their honesty is concerned.
- Level of satisfaction related to honesty of police is similar in citizens with various places of origin. There is no significant difference.
- As far as religion is considered, satisfaction related to honesty of police is more among English speaking religious minority (68%) which is almost 5% to 10% higher than other religions.

The current level of agreement (by perception) of Mira Road Police being honest may be a matter of concern, since this level is quite low (57%). Steps may be taken to increase this level of honesty of police.

Statement 3: Mira Road Police is easily available for the public whenever required

POLICE STATION	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	62%	59%	67%	68%	63%	65%	64%
NEUTRAL	16%	19%	15%	15%	24%	12%	16%
DISAGREE	22%	22%	18%	17%	13%	23%	21%

- Mean score of 4.83
- Maximum Citizens under Naya Nagar and Navghar police stations are satisfied with the availability of police (67% and 68% respectively) while less percentage of citizens under Kashimira police station are satisfied (59%). In Uttan police station region, only 13% citizens are dissatisfied regarding availability of police.
- There is no significant difference in perceptions on the basis of gender.
- Satisfaction among various religious groups (as demographic segments), for availability of Police when required, varies from 53% to 65%.

Statement 4: Mira Road Police follows the rules and regulations

POLICE STATION	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	63%	56%	59%	61%	59%	59%	59%
NEUTRAL	18%	22%	21%	20%	18%	19%	20%
DISAGREE	19%	22%	20%	19%	23%	22%	21%

- A mean score of 4.73
- Only 56% citizens in Kashimira agree that police follows rules and regulations. Highest level of satisfaction is found in Mira-Bhayandar police station (63% respondents)
- Satisfaction level regarding adherence to rules and regulations by police is more in female respondents (63%) than in male respondents (56%)

- Responses of other strata are similar except under 'occupation' where 70% respondents having Government service are satisfied while only 57% students are satisfied.

Statement 5: Mira Road Police is proactive

POLICE STATION	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	60%	56%	64%	61%	61%	60%	60%
NEUTRAL	18%	23%	17%	19%	16%	18%	19%
DISAGREE	22%	21%	19%	20%	23%	22%	21%

- A mean value of 4.73
- Almost similar percentage of respondents is satisfied with proactive approach of police(56% Kashmirira to 64% Naya Nagar).
- In the stratum of religion there are noticeable differences on agreement to the statement 'Mira road Police is proactive'. The degree of agreement varies from 40% to 65% across various religious affiliations (as demographic segments).
- Occupation-wise, 69% Government servants are satisfied with proactive approach of Police but only 57% students believe that police are proactive.

Mira Road Police perhaps needs to undertake steps to train its personnel in being more proactive and this aspect of behaviour will certainly contribute to a more positive image.

Statement 6: Mira Road Police is easily approachable

POLICE STATION	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	66%	62%	69%	66%	61%	69%	66%
NEUTRAL	15%	18%	17%	17%	18%	13%	16%
DISAGREE	19%	20%	14%	17%	21%	18%	18%

- Mean score of 4.95
- As observed in previous statements, Kashmirira has cold response compared to other area. 62% respondents under Kashmirira police station and 61% respondents under

Uttan Police station are satisfied with the approachability of Mira Road Police. Only 14% respondents in Naya Nagar are dissatisfied.

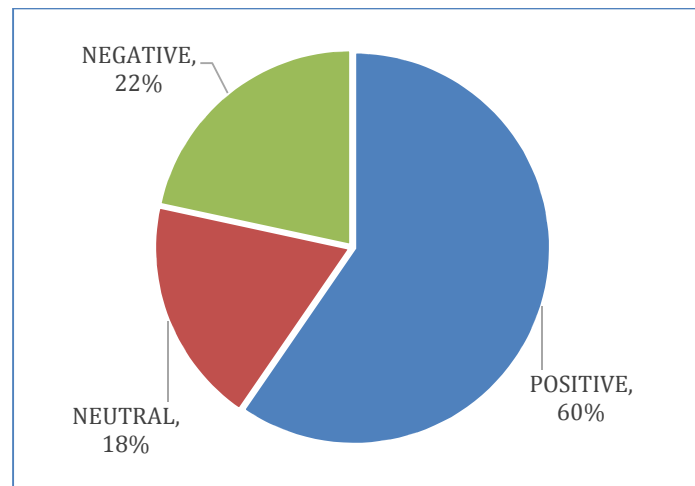
- There is no difference gender-wise as well as education-wise. In stratum of occupation, 70% Government servants agreed that police are approachable. On the contrary only 61% legal professionals agree to that.
- In the stratum 'religion', the degree of agreement to this statement varies from 47% to 66% across different religious minority groups.
- Under 'Mother tongue' and 'Place of origin' as demographic segments, the level of satisfaction is almost similar.

Although the level of agreement to the statement is not very high, it is sufficient enough to take cognizance of respondents' opinion on approachability of Mira Road Police. Training to police personnel is suggested here and must include approachability aspect of behaviour and understanding of citizens' psyche by policemen.

4.2.2 Image of Police

Good image of police among citizens is essential to create an environment of trust and discipline. It helps in better and effective policing and also in building confidence among citizens. The citizens feel that the 'law and order' of their city is in safe hands and, as a result, they more likely to interact with police and come forward to lodge their complaints in police stations without hesitation.

This part of the report has 4 questions which test various parameters related to image of Police. For example, a question "Citizens of Mira-Bhayandar feel safe and secure in the company of police" tests the perceptions of citizens about the effectiveness of Police in handling crime and about safety of citizens. It tests whether the police are able to create fear among criminals and confidence among citizens.



The above figure indicates that 60% citizens of Mira-Bhayandar (includes all six police station areas) bear a positive image of Mira Road Police, 22% bear a negative image and 18% citizens are neutral, i.e. they prefer not to express their opinion on this aspect of policing. Crime control being the main responsibility of police, they need to take measures aimed toward this and at creating a very positive image among its citizen.

- The mean value of rating of 4.71 (on a 7 point scale), overall, and the same across all police stations falls above 4.5 but less than 5.0. It indicates somewhat agreement to the positive image of Mira - Bhayandar Police. It means that majority of the respondents do agree to this.
- Overall image of Mira Bhayandar Police is positive in the minds of citizens of Mira-Bhayandar. More than half of the respondents (60%) have expressed their opinion to this effect.
- At the same time, a considerable number of respondents (22%) are having negative image and 19% respondents are neutral about the image of Mira-Bhayandar Police. This is a matter of high concern. The image of police needs to be improved substantially.
- No significant impact of interaction with police was found across genders or in respondents with different educational qualifications.
- Highest degree of positive image was found among professionals (64%) and the lowest degree was found among legal professionals (50%). All other demographic

groups on occupation criteria fall in between - Government service (62%), private service (58%), self-employed (60%), homemakers (63%) and students (58%).

Image of police among legal professionals is alarmingly low and specific measures need to be taken to drastically improve image among them.

Statement 1: Mira - Bhayandar Police is alert

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	59%	60%	65%	64%	69%	61%	62%
NEUTRAL	20%	19%	18%	19%	18%	16%	19%
DISAGREE	21%	21%	17%	17%	13%	23%	19%

- At a mean value of 4.82 (on a 7 point scale), 62% respondents, in general, agree to the statement 'Mira -Bhayandar Police is alert'. This level of agreement is almost constant across all major demographic groups, except in case of post-graduates, where it is 55%, and legal professionals, where it is only 48%.
- Respondents who are below-matric have difference of opinion based on their interaction with police. **Those who have interacted have higher satisfaction (71%) than those who haven't interacted with Police (57%). It can be thus interpreted that non-matric respondents who interacted with police feel that Mira Bhayandar Police is alert.**
- Except this, there is no significant impact of interaction with Police observed on the perception of alertness of police.
- Female respondents (53%) are slightly more satisfied with Police than male respondents (51%).

Statement 2: Mira - Bhayandar Police is not brutal and ruthless

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	59%	56%	61%	57%	64%	59%	59%
NEUTRAL	21%	20%	19%	24%	21%	21%	21%
DISAGREE	20%	24%	20%	19%	15%	20%	20%

- Level of agreement to this statement is more in case of female respondents (62%) than male respondents (56%). This indicates that **more of male citizens feel that Mira - Bhayandar Police is brutal and ruthless** to some extent.
- Overall mean value of 4.71 denotes moderate agreement of citizens. However, strong agreement to this statement is not seen.
- Lowest degree of agreement to the statement is among legal professionals (48%), followed by Government servants (52%).
- An image of police being brutal and ruthless, even to a lesser extent, is likely to spread fear among common citizens.

Statement 3: Citizens of Mira-Bhayandar feel safe and secure in the company of police

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	63%	63%	69%	69%	68%	62%	65%
NEUTRAL	16%	20%	17%	16%	16%	18%	18%
DISAGREE	21%	17%	14%	15%	16%	20%	17%

- A mean value of 4.92
- In general, only 65% citizens of Mira-Bhayandar agree that they feel safe and secure in the company of police. This agreement level is similar across all demographic segments, except Government service respondents (73%), which is the highest. Lowest agreement is seen among legal professionals (50%). **Half of legal professionals not feeling safe and secure could be a matter of concern.**
- Degree of agreement to this statement is almost the same among male respondents (66%) and female (65%).
- Agreement level is uniform irrespective of respondents' interaction with police, except in case of post-graduates where only 53% of those who interacted agree to the statement as against 70% of those who did not interact.

Statement 4: Mira -Bhayandar Police appear to be physically fit

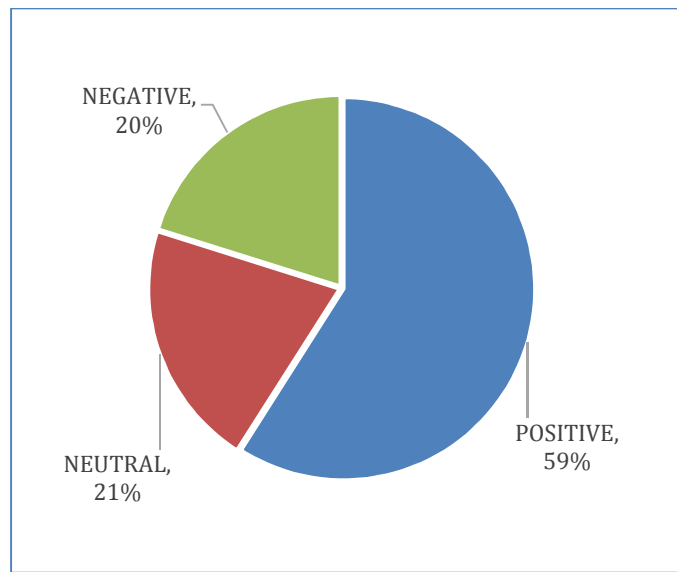
Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	55%	49%	56%	52%	51%	50%	53%
NEUTRAL	19%	22%	17%	17%	16%	16%	18%
DISAGREE	26%	29%	27%	31%	33%	34%	29%

- Overall mean value of 4.37 denotes moderate agreement of citizens to this statement. However, strong agreement stating physical fitness is not seen.
- In general, agreement level across all strata hovers around the average agreement of 52%. It ranges from 49% (self-employed) to 58% (Government service). Lawyers agree less (40%) and disagree more (42%). The agreement to this statement is lowest even among Gujarati & Marathi speaking population (49% for both).
- It can be interpreted that with the overall agreement level of 52%, police are perceived as physically fit by only about half the citizens. The other half perceived the police as not physically fit enough to carry out their duties. **Mira - Bhayandar Police may take up measures to make their personnel physically fitter.**

4.2.3 Capabilities of Mira - Bhayandar Police

A capable police force automatically builds trust among the citizens and citizens have a good amount of confidence in such a police force. Further, high capabilities of the police force also create fear among existing and likely criminals in the area under such police force.

This part tries to measure various dimensions of capabilities of Mira - Bhayandar Police. There are 5 statements in this part that test various dimensions of capabilities such as problem solving skills, adequate investigative skills, ability to handle law and order situation, helpfulness of online FIR lodging facility and corruption (if any) and feeling of victimization by citizens. For example, the statement “Mira - Bhayandar Police is adequately capable of handling law and order situation” tries to find out the opinion of respondents regarding capabilities of Mira - Bhayandar Police in handling law and order situation.



At a mean value of 4.71 (on a 7 point scale), the above figure indicates that 59% citizens of Mira-Bhayandar (all six police station areas are included) bear a positive opinion of capabilities of Mira - Bhayandar Police, 20% bear a negative opinion of their capabilities and 21% respondents are neutral, i.e. they prefer not to express their opinion on capabilities of Mira - Bhayandar Police. The percentage of respondents who have not expressed a positive opinion is quite high and, therefore, **Mira - Bhayandar Police need to take measures at creating a very positive opinion among citizens on capabilities of police.**

- Overall, those who've interacted with police agree to a lesser extent (56%) as compared to those who've not interacted (61%) regarding capabilities of Mira Road Police.
- Among genders the difference in agreement is not considerable – 58% men are positive about capabilities of Mira - Bhayandar Police as compared to 60% females. Thus it can be interpreted that although this difference is less, it still has its positive impact on opinion of respondents.
- Across various demographic segments there is good amount of consistency in positive perception on capabilities of Mira - Bhayandar Police.
- There is no major difference in opinion of respondents who have interacted with police and those who have not. Exception is the 'uneducated' segment, where 45% of those who've interacted are positive about capability of Mira - Bhayandar Police

as compared to 69% of those who have not interacted. **This indicates that less number (45%) of those who've interacted are positive and more number are either negative or neutral.**

Statement 1: Mira - Bhayandar Police is good at problem solving

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	65%	58%	64%	67%	59%	61%	62%
NEUTRAL	18%	21%	19%	19%	23%	21%	20%
DISAGREE	17%	21%	17%	14%	18%	18%	18%

- Overall mean value 4.84 indicates moderate agreement of Mira-Bhayandar citizens regarding problem solving skills of Mira - BhayanarPolice.
- It is observed that generally those respondents who have interacted with police tend to agree less to this statement –overall 58% of those who interacted agreed and 66% of those who did not, 59% males who interacted agreed and 67% males who did not, 57% females who interacted agreed and 64% females who did not. For matriculates, it is 59% and 66% respectively; for post-graduates it is 52% and 67% respectively and so on.
- Legal professionals tend to agree less to this statement (54%) as compared to the overall figure of 62%. Also, only 51% of those who've interacted with police agree to the statement as against 63% of those who did not interact. This indicates that legal professionals who've interacted with police have less confidence on problem solving skills of Mira - Bhayandar Police.

Statement 2: Mira - Bhayandar Police possesses adequate investigative skills

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	64%	59%	68%	62%	65%	60%	63%
NEUTRAL	15%	19%	21%	20%	23%	22%	19%
DISAGREE	21%	22%	11%	18%	12%	18%	18%

- Mean score of 4.8
- 63% of respondents agree that Mira - Bhayandar Police possess adequate investigative skills. This means that the balance 37% do not agree to this statement. **The police, hence, needs to improve upon their investigative skills**, since they are important in detection of crime.
- Agreement to this statement is the lowest among legal professionals (52%). This is 11% less than the overall level of agreement.
- Interaction with police does not seem to have much impact on opinion. Only exception is post-graduate respondent segment in whose case 53% of those who interacted agree to the statement as compared to 67% of those who did not. Same is the case with 'uneducated' segment where 56% of those who interacted agree as against 72% of those who did not interact.

Statement 3: Mira - Bhayandar Police is adequately capable of handling law and order situation

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	67%	61%	67%	67%	67%	63%	65%
NEUTRAL	16%	19%	17%	17%	20%	17%	18%
DISAGREE	17%	20%	16%	16%	13%	20%	17%

- Mean score of 4.89
- Overall satisfaction level of citizens of Mira-Bhayandar is high. **65% citizens agree that Police are capable to handle law and order situations.**
- Regarding comparison of data on 'interaction with police' criteria, there are slight differences. Highest difference exists in the uneducated segment where 54% of those who interacted agree to the statement and 74% of those who did not interact agree.
- Legal professionals agree less (51%) to this statement; more of those who interacted (54%) agree than less (44%) of those who did not interact with police.

- The **data does not point toward any trend** that respondents who interacted with Police have more positive views about ability of Police to handle law and order situation than those didn't interact.

Statement 4: The Online FIR (Complaint) lodging facility of Mira Road Police is very helpful

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	51%	53%	53%	47%	43%	46%	50%
NEUTRAL	29%	24%	27%	30%	39%	28%	28%
DISAGREE	20%	23%	20%	23%	18%	26%	22%

- Mean value of 4.49
- Only 50% respondents agree that online FIR facility is helpful. The other 50% either do not agree to this or are neutral (do not have an opinion). This may probably be because those respondents may not have used / know anybody who has used this online FIR facility.
- Amongst the education segments, non-matriculate respondents have the least agreement to this statement (43% only). 24% do not agree to this and a substantial 33% have not expressed opinion. **This indicates that the online FIR (complaint) facility is probably not being used by people to a large extent.** Police department needs to popularise this facility among the citizens.
- Among the 'uneducated' segment only 30% of those who've interacted with police have found the online FIR facility useful as against 62% of those who've not interacted. This indicates the fact that the uneducated citizens find it difficult to use the online facility.
- Again, in case of legal professionals 70% of those who've interacted with police agree that the online FIR facility is useful and 38% of those who've not interacted agree that this facility is useful.

Statement 5: Mira - Bhayandar Police is not corrupt and does not victimise people and citizen

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	57%	55%	55%	52%	58%	54%	55%
NEUTRAL	18%	21%	20%	21%	21%	17%	20%
DISAGREE	25%	24%	25%	27%	21%	29%	25%

- Mean value of 4.53
- There is consistency in agreement to this statement across various demographic segments. The highest agreement is among Government servants (61%) and the least is among respondents with place of origin as Bihar (47%).
- More of legal professionals who've interacted with police (57%) agree to this statement as compared to those who've not interacted (40%). Although the percentage of agreement is not high, it still indicates that legal professionals who've interacted with police tend to have more faith in them than those who've not interacted. But the overall opinion of legal professionals is not different from other demographic segments.
- The overall agreement to this statement is quite low (55%). Hence, **Police department perhaps needs to undertake steps aimed at impressing upon the public about non-corrupt working of police department.**

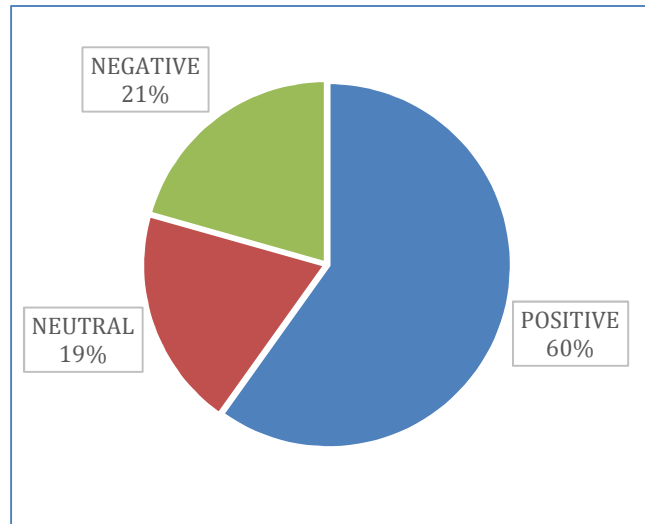
4.3 POLICE HELPLINE

Perception about Police Helpline No. 100

Police Helpline number 100 is one of the most convenient and easiest way of contacting the police in case of emergency. The information about a crime or any undesired incident is communicated by citizens and to be received by Police on helpline no.100. It is then the responsibility of police department to be attentive and responsive to the helpline calls.

This section of study tries to find and analyse the opinion of citizens relating to their experiences on Police helpline no. 100. Opinion of respondents have been obtained by way

of 6 questions, to find out their experience in case of interaction with Police on helpline no 100 and also to find the attitude of the personnel attending the Helpline call on behalf of Police and the reaction of Police to any problem conveyed by this mode.



- Overall interaction of Police on helpline was perceived as satisfactory by 60% respondents. This is corroborated by an overall mean score of 4.74 for effectiveness Police Helpline.
- More female respondents are positive (62%) about the police Helpline no.100 than male respondents (59%).
- The response is found to be increasing with higher education levels – positive perception is there for 58% non-matriculate respondents and the same for post-graduate respondents is 67%.
- Among occupational groups, highest positive perception is found among Government service respondents (76%) and the lowest positive perception is among legal professionals (50%).

Statement 1: Phone call was answered immediately

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	54%	50%	54%	53%	43%	58%	52%
NEUTRAL	17%	17%	21%	25%	30%	18%	20%
DISAGREE	29%	33%	25%	22%	27%	24%	28%

- The mean value for this statement is 4.45
- Telephone calls were answered immediately in 52% cases. Although this figure is not very low, scope still exists for drastic improvement in this. The reason for disagreement could be that telephone lines were already engaged when respondents made calls.
- There are no major differences among genders and other demographic segments. Legal professionals are the only segment where only 38% respondents have reported immediate answering of calls on Police helpline no. 100.

Statement 2: Police was Polite

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	58%	54%	69%	57%	64%	65%	60%
NEUTRAL	18%	23%	18%	19%	21%	23%	20%
DISAGREE	24%	23%	13%	24%	15%	12%	20%

- Majority of respondents agree (60%) to Police being polite over the helpline no.100. however, there exists plenty of scope for Police personnel to improve upon their politeness while answering the helpline.
- Mean value 4.71 denotes that, in general, the perception of citizens about police being polite on Helpline is positive (Somewhat Agree).
- More female respondents (62%) agree to police being polite than their male counterparts (58%).
- Government service respondents (72%) have the highest agreement and migrant respondents from Northern India have the lowest agreement (38%).

Statement 3: Police sounded caring and concerned

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	56%	58%	66%	62%	47%	68%	59%
NEUTRAL	21%	17%	19%	14%	28%	19%	19%
DISAGREE	23%	25%	15%	24%	25%	13%	22%

- The mean score for this statement is 4.74, as more than half of the respondents (59%) believed that the Police is concerned while answering helpline calls.
- Responses across almost all demographic groups were very close to each other, with government service and non-matriculate respondents having the highest positive response (63%). Hindi speaking North Indian respondents were found to have the lowest response (36%).
- There was practically no difference in response from male and female respondents (59% and 60% respectively).

Statement 4: Police was helpful and reacted immediately

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	57%	57%	75%	61%	56%	62%	61%
NEUTRAL	21%	23%	14%	22%	19%	20%	20%
DISAGREE	22%	20%	11%	17%	25%	18%	19%

- Mean value 4.81 denotes that, in general, the perception of citizens about police being helpful on Helpline is positive.
- There is a slight difference of 2% between opinion of male and female respondents at 59% and 61% respectively.
- Respondents who are Government servants have shown the highest agreement to this statement, at 71%.

Statement 5: Police was able to understand the problem

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	61%	59%	78%	57%	65%	57%	62%
NEUTRAL	20%	17%	11%	20%	19%	37%	20%
DISAGREE	19%	24%	11%	23%	16%	7%	18%

- The mean value for this statement is also 4.81
- Out of the total respondents more than half of them (62%) agreed that police were able to understand their problem.

- Respondents from Nayanagar police station showed remarkably high agreement (78%) to this statement, i.e. Police was able to understand the problem.

Statement 6: Police Reaction on helpline was satisfactory

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	61%	62%	75%	67%	66%	60%	65%
NEUTRAL	20%	20%	12%	15%	14%	25%	18%
DISAGREE	19%	18%	13%	18%	20%	15%	17%

- Mean score of 4.92 implies that perception of respondents, in general, was quite positive, indicating satisfaction. Majority of respondents (65%) find the Police reaction to the helpline satisfactory.
- Female respondents showed more positive response (67%), which is higher than that of male respondents (63%).
- Government service respondents showed highest level of agreement (76%)

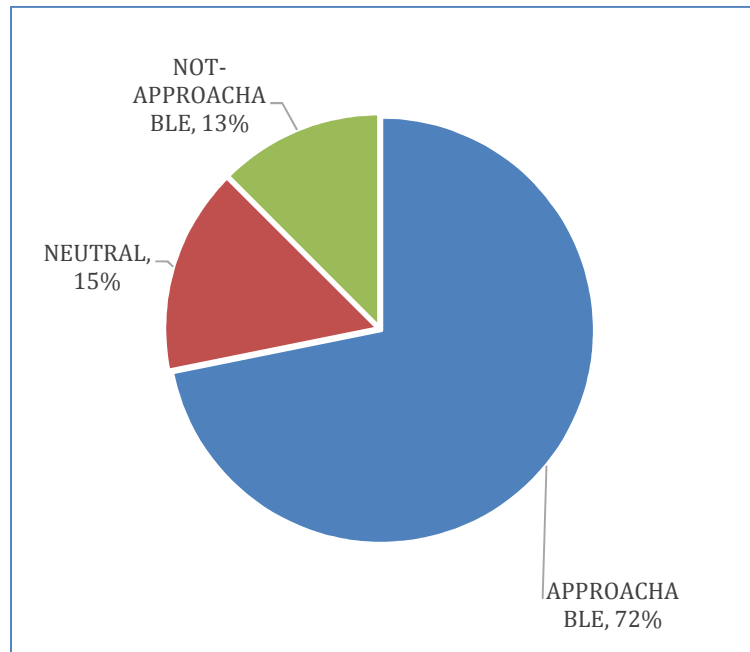
4.4 CITIZEN’S PARTICIPATION

4.4.1 Approachability of Mira - Bhayandar Police

The actions of Police always affect the citizen in some or the other way; after all the entire Police department is constantly operating in the human environment. Based on the action by police, people create various perceptions and opinions about the Police department and its personnel. However, from the point of view of efficiency of the Police department it is very much desired that the citizen approach the police without hesitation. This leads to better relations, resulting in speedy investigations and crime detection and thereby faster resolution of issues and complaints. But creating an atmosphere where people approach the police easily is not simple as it sounds.

This section attempts to observe the citizens’ responses on approachability of Mira - Bhayandar Police on responses to 6 questions that are analysed here. For example, the statement “I would gladly offer my help to the Police, in case I have witnessed a crime” tries

to elicit responses from citizens on whether they would come forward and help the Police in investigation and crime detection in case they witness any crime.



The figure above indicates that 72% of the respondents feel that Mira - Bhayandar Police is approachable when required, 13% feel that the police is not approachable and 16% have chosen to be neutral (i.e. they have not expressed their opinion on whether Mira - Bhayandar Police is approachable or not). The overall mean score is slightly higher at 5.19, indicating a higher perception of approachability.

- There is very good consistency among various groups on level of agreement that Mira - Bhayandar Police is approachable (72%). The only exception is legal professionals who feel police is approachable to only 64%.
- Gender-wise there is no difference in perception as both males and females express opinion to the same degree (72%).
- There is no significant difference in opinion across various educational and occupational categories.

This section contains 6 questions (statements) on which responses were solicited. The same are mentioned below:

Statement 1: I would approach police very easily for help in case if I was a victim in a crime

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	72%	69%	76%	74%	74%	68%	72%
NEUTRAL	15%	16%	14%	14%	15%	16%	15%
DISAGREE	13%	15%	10%	12%	11%	16%	13%

- The mean value of this statement is **5.2**
- There is no difference among genders in willingness in approaching police. Same is also the case in relation to interaction with police.
- Difference between those who've interacted with police and those who've not exists in case of below-matriculate respondents where 75% of those who've interacted agree to the statement and only 66% of those who've not interacted.
- Highest degree of agreement to the statement is seen among uneducated respondents (83%).
- Vast difference of opinion is seen among Government servants where those who've interacted with police agree to 86% and those who've not interacted agree to 60% only. **This probably indicates that Government servants who've interacted with police have more faith in them and hence, are more willing to approach police.**

Statement 2: I would gladly offer my help to the police in case if I have witnessed a crime

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	76%	69%	80%	75%	71%	73%	74%
NEUTRAL	12%	17%	12%	14%	17%	14%	14%
DISAGREE	12%	14%	8%	11%	12%	13%	12%

- Good number of respondents (74%) agreed that they would gladly offer help to police on witnessing a crime. This indicates level of cooperation of citizens. The mean value is **5.26**
- Female respondents (75%) are slightly more willing to offer help to police than the male respondents (73%). But the difference is not significant.

- Among Government servants more of those who've interacted with police (84%) are more willing to offer help to police than those who've not interacted (73%). This difference is somewhat significant and probably **highlights more faith among those who've interacted with police.**
- Similar difference is seen among legal professionals where those who've interacted with police (79%) are more willing to offer help to police than those who've not interacted (44%). This again **highlights more faith among those who've interacted with police.**

Statement 3: In case of a problem I feel comfortable to approach/ report the matter to the police

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	67%	59%	67%	67%	66%	65%	65%
NEUTRAL	20%	23%	19%	18%	18%	18%	20%
DISAGREE	13%	18%	14%	15%	16%	17%	15%

- This statement is somewhat similar to statement 1; the difference is only in the severity of crime (it is less in this statement 3) and has a **mean value of 4.93**
- Gender-wise, the differences in opinion are not considerable.
- With regards to interaction with police, major difference is found among respondents from English Speaking Minority Groups where more of those who've interacted with police (79%) agree to this statement compared to those who've not interacted (48%). This indicates that **more of those who've interacted with police tend to feel more comfortable in approaching police** and report the matter.

Statement 4: In case of a mishap I would report the same to the Police, being a responsible citizen

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	74%	70%	76%	72%	70%	70%	72%
NEUTRAL	15%	16%	15%	15%	19%	17%	16%
DISAGREE	11%	14%	9%	13%	11%	13%	12%

- **Mean value is 5.2**
- Gender-wise there are almost no differences in opinion about this statement. Also, variations with respect to interaction with police are also negligible.
- Among postgraduates less number of those who've interacted with police (66%) agrees to this statement as compared to those who've not interacted (78%).
- Otherwise, generally, those who've interacted with police tend to agree more to this statement than those who've not – graduates (73% & 69% respectively), Government service (83% & 72% respectively), private service (75% & 71% respectively), legal professionals (67% & 56% respectively).

Statement 5: As a citizen I abide by all the rules & regulations

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	76%	72%	78%	78%	76%	73%	75%
NEUTRAL	14%	17%	12%	11%	11%	16%	14%
DISAGREE	10%	11%	10%	11%	13%	11%	11%

- It is observed that only 75% of respondents have claimed to abide by rules & regulations, as citizens. This is indicated by a **mean value of 5.36** for this statement. Gender wise, there is not much of a difference between male and female respondents.
- Education is found to have no influence on the citizens' tendency to abide by rules & regulations. While 70% post graduate respondents have claimed to abide by rules & regulations, on the other hand 76% graduates, 76% matriculates and 77% non-matriculates have claimed to abide by the same..
- Among various occupations, legal professionals have shown the lowest abidance (63%) of rules & regulations, while other occupational groups show levels of agreement in the range of 75% to 78%. This could be due to the nature of legal profession as an occupation.

Statement 6: In case of a mishap/ crime I would take help of police immediately

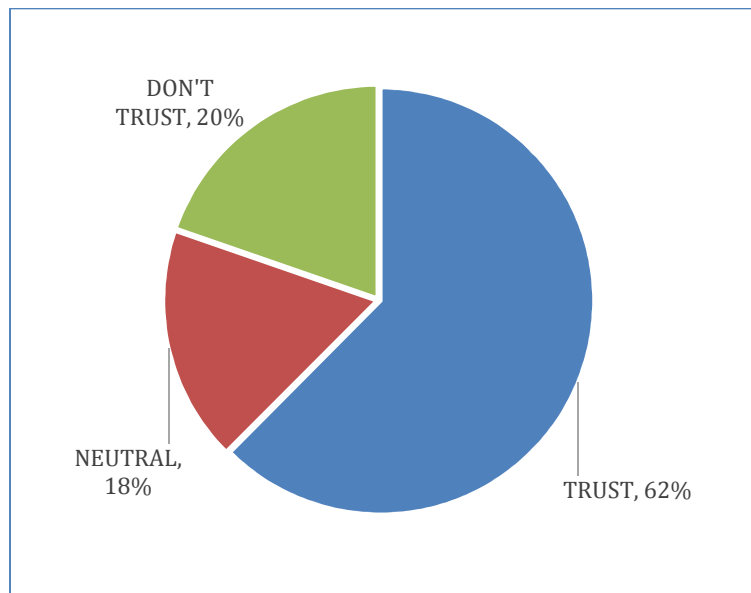
Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	75%	69%	71%	74%	76%	72%	73%
NEUTRAL	14%	16%	17%	15%	15%	15%	15%
DISAGREE	11%	15%	12%	11%	9%	13%	12%

- The **mean score is higher at 5.21**
- There are no significant differences in opinion across genders, education and occupations as demographic groups – fair amount of consistency is seen around the overall average of 73%.
- With regards to interaction with police, highest differences are seen among illiterates (85% and 71% for those with and without interaction, respectively) and Government service respondents (83% and 70% for those who interacted and those who did not, respectively).

4.4.2 Trust of people on Mira - Bhayandar Police

Trust is the basis of all human endeavours and almost all human interactions. Trust of citizens on local police department is also of utmost importance because after all the police department also operates in the human sphere. As mentioned earlier, the actions of police reported at various periods of time results in citizens’ trust being built on them to a varying degree. Trust of people on the police department is of utmost importance, since this is directly related to the amount of cooperation police can get from people.

This portion of the report analyses to what extent the citizen of Mira-Bhayandar trust its Police. The analysis is based on responses given by respondents to 8 questions (statements).



It can be observed from the above figure that 62% people of Mira-Bhayandar trust the Mira Road Police, 20% do not trust them and another 18% respondents are neutral, i.e., they have not expressed their opinion on whether they trust the police or not.

An **overall mean score of 4.82** (on a 7 point scale) indicates close to moderate agreement to trust on Mira - Bhayandar Police.

Statement 1: I am satisfied while interacting with police

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	57%	54%	60%	58%	56%	59%	57%
NEUTRAL	18%	22%	24%	22%	28%	18%	21%
DISAGREE	25%	24%	16%	20%	16%	23%	22%

- This statement has a **mean value of 4.63** indicating moderate agreement.
- The level of satisfaction of different demographic groups is quite consistent. 56% - 58% have agreed to the statement. Gender-wise also there is no difference.
- Only legal professionals have agreed to a lesser extent (43%) and English speaking religious minority to a higher extent (62%).
- Within Government service respondents, more agreement is seen among those who've interacted with police (76%) and less agreement among those who've not interacted (42%).

Statement 2: The gender (M/F) of police personnel is very important while interacting with them

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	55%	56%	57%	56%	56%	51%	55%
NEUTRAL	17%	20%	15%	14%	13%	20%	17%
DISAGREE	28%	24%	28%	30%	31%	29%	28%

- Overall 58% respondents agree that gender of police personnel is important while interacting with them (**mean value of 4.54**) and 28% disagree to this. Disagreement is to a considerable extent.
- Legal professionals have shown a high degree of agreement (60%) to this statement.
- There are no major differences in opinion with reference to interaction with police. Only in case of students and Hindi speaking respondents who've interacted with police lower number (48% for both) have agreed to the statement, as compared to those who've not interacted. This probably is due to Hindi being a widely spoken and understood language and student's ability to converse in it.

Statement 3: The only reason I usually report an accident to police is to fulfil legal formalities only to avail insurance

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	55%	52%	54%	47%	56%	50%	52%
NEUTRAL	22%	18%	23%	21%	18%	23%	21%
DISAGREE	23%	30%	23%	32%	26%	27%	27%

- The mean value for this statement is 4.37
- There is considerable difference between percentage of respondents who agree and those who disagree. Responses are mixed and people who report accidents to Police for insurance purpose are slightly more in number.
- Agreement is fairly consistent among different demographic groups. Those who've interacted with police agree to a lesser degree to this statement than those who've not interacted; for example, 49% for those who've interacted and 53% for those

who've not interacted, among male respondents; 50% for those who've interacted and 54% for those who've not interacted, among graduate respondents.

Statement 4: In case of crime, I would report the matter to police with an expectation of solution

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	71%	64%	68%	73%	80%	68%	70%
NEUTRAL	14%	15%	17%	12%	9%	18%	14%
DISAGREE	15%	21%	15%	15%	11%	14%	16%

- A high degree of respondents agree to the statement (70%), meaning they would report matter to police with an expectation of solution. **Mean value is 5.07**
- Education seems to have some impact on this statement, with lesser number of higher education agreeing and more number of respondent lacking in education agreeing this statement – 76% for illiterate respondents, 73% for below matriculation, 71% for matriculates, 68% for graduates and post-graduates, both.
- Those who've interacted with police have a higher incidence of agreeing more to the statement, i.e. they report to police with an expectation of solution.

Statement 5: I am comfortable allowing a female member of my family to visit a police station without a male escort

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	62%	59%	62%	55%	60%	58%	60%
NEUTRAL	18%	16%	18%	17%	19%	19%	19%
DISAGREE	20%	25%	20%	28%	21%	23%	21%

- This is a sensitive point but high number of respondents (60%) has agreed to allow a female member of their family to visit a police station without escort. **This agreement is a direct indicator of somewhat higher trust upon the police department, as also indicated by the mean value of 4.68**

- There are no significant variations across different demographic and occupation groups. Only legal professionals show a somewhat lesser agreement (53%) as compared to other groups.
- Among places of origin, Maharashtrian native respondents have shown highest agreement (62%).
- Among religious minority groups, the level of agreement to allowing their women to visit a police station without a male escort varies from 51% to 65%.

Statement 6: While interacting with the police I do not feel victimised/ offended

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	66%	63%	68%	66%	67%	62%	65%
NEUTRAL	16%	19%	18%	18%	20%	20%	18%
DISAGREE	18%	18%	14%	16%	13%	18%	17%

The mean score for this statement is 4.94.

- No major variation on response to this statement is seen across various groups. Highest agreement is seen in 'Home makers' group at 71% and the lowest in 'Legal professionals' group (59%). Higher percent indicates lesser feeling of being victimised.
- Highest agreement to this statement is seen among English speaking religious minority (70%). Among these religious minority respondents those who've interacted with police have shown a higher degree of agreement to this statement (above 80%) as against 30% for those who've not interacted.

Statement 7: I feel secure in presence of police

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	71%	68%	68%	75%	73%	69%	70%
NEUTRAL	18%	17%	19%	13%	17%	16%	17%
DISAGREE	11%	15%	13%	12%	10%	15%	13%

- **Mean value of 5.14** indicates higher satisfaction among respondents. 70% of respondents feel secure in the presence of police.
- Impact of interaction with police is not very significant on the responses, for most demographic groups. Exceptions are Hindi speaking North Indian migrant respondents where 82% of those who interacted with police feel secure against 73% of those who've not interacted. Similarly, for Government service respondents 79% of those who interacted feel secure against 60% of those who've not interacted. **It can thus be deduced that more interaction with police can result in more feeling of security among respondents.**
- Gender-wise difference of opinion is not significant.
- Highest degree of neutrality to this statement is seen among post-graduate respondents who've interacted with police (23%).

Statement 8: I do not fear to visit a police station to file a complaint

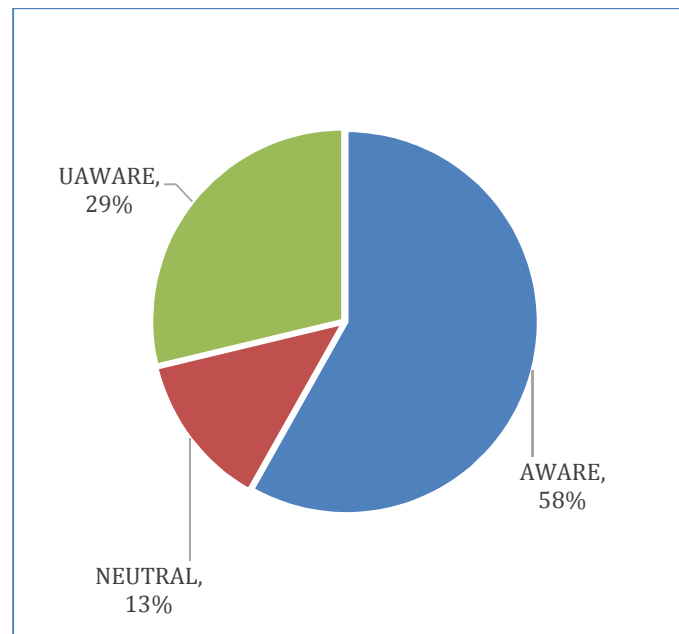
Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	72%	71%	72%	73%	72%	66%	71%
NEUTRAL	15%	16%	15%	15%	17%	17%	16%
DISAGREE	13%	13%	13%	12%	11%	17%	13%

- Overall, majority of respondent (71%) of Mira-Bhayandar agree that they do not have any fear to visit a police station for filing a complaint. This is substantiated with a **mean score of 5.15** for this statement.
- This figure is less for Bhayandar police station (66%), indicating that more number of citizens from Bhayandar hesitate to visit police station to file a complaint, as compared to other police stations.
- Highest agreement to this statement is shown by Hindi speaking North Indian respondents (79%). There are no significant differences of opinion, on this statement, among other major demographic groups.
- In general, the impact of interaction with police is not significant: except in case of Government service respondents where 78% of those who interacted with police agree to the statement compared to 61% of those who didn't interact. **It clearly**

indicates that after interaction with police, more number of respondents didn't feel afraid of visiting police station.

4.4.3 Awareness regarding role of Mira - Bhayandar Police

The awareness on actual role of Police will have a bearing on perception and expectations that people have from them. It is, therefore, necessary that citizens' awareness on role of Police matches the actual role they perform. Creating correct awareness among citizens is hence important. This part of the questionnaire checks citizens' awareness on role of Police. There are 3 statements to measure this. Questions try to find the perception people have regarding the role of police, their major responsibility and most important job of Police in Mira-Bhayandar area. For example the statement "According to me the role of Police is to ensure enforcement of law" tries to confirm whether people recognise Police as a law enforcing agency. Another statement "According to me the most important job of Police is to punish the culprits" tests peoples' awareness on whether Police are supposed to punish the culprits or not.



- The **overall mean value of 4.69** indicates a moderate awareness among citizens of Mira-Bhayandar, on role of Police as law enforcing agency. But this converts to 58% only and **it leaves lot of scope to educate the citizens on the exact role of police.**
- It is observed that the awareness on role of Police is almost the same for male (59%) and female (57%) respondents.
- Those respondents who have interacted with Police show a slightly high awareness when compared to those who have never interacted. **This indicates, again, that interaction with Police helps increase awareness among citizens.**
- The awareness level across all demographic categories is almost the same, except in case of legal professional respondents where it is surprisingly slightly lower at 51%.

The responses to 3 statements relating to **awareness on role of Mira - Bhayandar Police** are mentioned below:

Statement 1: According to me the role of Police is to ensure enforcement of law

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	73%	70%	81%	73%	74%	70%	73%
NEUTRAL	14%	12%	13%	14%	16%	17%	14%
DISAGREE	13%	18%	6%	13%	10%	13%	13%

- **Mean score for the statement is 5.27**
- Enforcement of law is the main function of police and 73% of the respondents recognize this. Highest agreement to this statement is among English speaking minorities (81%), indicating highest awareness among them for this statement. Those who have interacted with police show highest agreement (88%) and those who have not, agree less (74%). Thus it can be said that interaction with police increases awareness.
- Higher agreement to the statement was seen among other religious minority respondents (about 80%), indicating higher awareness among them.
- Higher agreement to the statement was also seen among Government servants and non-matriculantes who've interacted with police (80% for both) and among them who

did not interact with police (67% and 63% respectively, for Govt. servants and non-matriculates).

Statement 2: I feel the major responsibility of Police is to provide security to the society

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	78%	81%	87%	77%	79%	77%	80%
NEUTRAL	12%	10%	6%	12%	14%	12%	11%
DISAGREE	10%	9%	7%	11%	7%	11%	9%

- The **mean value is 5.55**.
- Highest agreement to this statement was seen among self-employed (85%) and lowest among legal professionals (58%).
- Among legal professionals higher agreement is shown by those who've interacted with police (65%) and lower agreement is shown by those who've not interacted (33%). However, general agreement of legal professionals to this statement is quite low (57%). **They need to be educated on providing security to the society as a major responsibility of Mira - Bhayandar Police.**

Statement 3: According to me the most important job of Police is to punish the culprits

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	TOTAL
AGREE	22%	20%	19%	23%	22%	23%	21%
NEUTRAL	13%	17%	12%	16%	11%	16%	15%
DISAGREE	65%	63%	69%	61%	67%	61%	64%

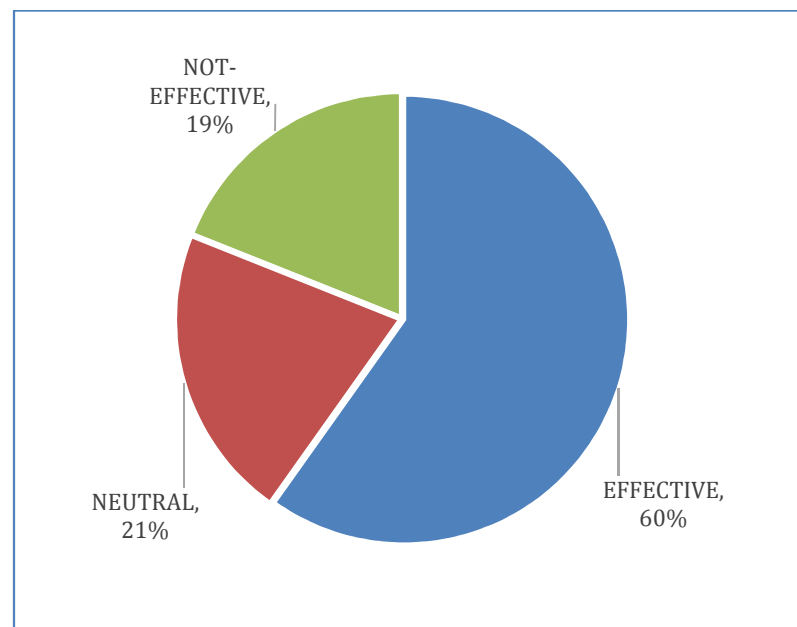
- Mean **score of 3.26** here indicates a below average agreement and neutrality to the statement.
- There is higher disagreement (64%) to this statement than agreement (21%). i.e., 64% respondents feel that punishing the culprit is the most important job of police and 21% feel that it is not. Fact is that punishing the culprits is the responsibility of the court of law (and not the police). Police only enforce the court's decision.

- Highest disagreement is seen among Hindi speaking North Indian respondents and religious minority respondents (70%). This reflects correct notion among these respondents that punishing culprits is not the job of police (but of the judiciary).

4.4.4 Effectiveness of Mira Road Police

Unless the police department is absolutely effective in detecting and handling crime, the citizen will not be able to build a relationship of trust and confidence with them. Effectiveness of police also speaks of their own performance

This part tries to measure various dimensions of effectiveness of Mira Road Police. There are 4 statements in this part that test these dimensions, which are alertness to safety of women and senior citizens, control over illegal activities and tough handling of criminal elements. For example, the statement “I feel that illegal activities are not prevalent in Mira-Bhayandar area” tries to find out the opinion of respondents regarding effectiveness of Mira - Bhayandar Police in severe handling of perpetrators of illegal activities and in curbing such activities.



The **overall score of 4.77** indicates a slightly moderate positive perception on effectiveness of Mira Road Police. 60% respondents agree that the police is effective and 19% feel that they are not. 21% respondents have chosen to be neutral and have not expressed their opinion on this aspect.

Statement 1: I feel police is extraordinarily alert about safety of women

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	69%	63%	65%	67%	74%	64%	66%
NEUTRAL	16%	20%	17%	15%	12%	17%	17%
DISAGREE	15%	17%	18%	18%	14%	19%	17%

- The **mean value is 4.94**.
- There is a fair amount of consistency among various groups. There is no difference in opinion among male and female respondents.
- Interaction with police does not seem to have much impact on opinion of respondents for this statement.
- This means that despite overall respondents being dissatisfied with the women's safety conditions in the city, they still believe that police is indeed taking measures to increase safety of women in the city. This is a very encouraging development.

Statement 2: I feel that the police is extraordinarily alert about safety of senior citizen

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	63%	64%	66%	65%	71%	62%	64%
NEUTRAL	16%	18%	16%	20%	18%	21%	19%
DISAGREE	21%	18%	18%	15%	11%	17%	17%

- The **mean value of 4.91**.
- As mentioned above that many of the respondents agree that senior citizens safety concerns and incidents have increased but it is also observed that 64% of the respondents also agree to the statement **"I feel that the police is extraordinarily alert about safety of Senior Citizens"**.

- Highest agreement to this statement is shown by below-matriculate respondents (71%) and lowest agreement is shown by legal professionals (55%). But what is very comforting is that majority of respondents perceive that Mira - Bhayandar Police is extraordinarily alert about safety of senior citizens.

Statement 3: I feel that illegal activities are not prevalent in Mira-Bhayandar area

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	55%	52%	51%	57%	48%	49%	53%
NEUTRAL	22%	27%	28%	24%	39%	29%	26%
DISAGREE	23%	21%	21%	19%	13%	22%	21%

- About half of the respondents are confident and agree that illegal activities are not prevalent in Mira-Bhayandar area. The **mean score of 4.57** supports this.
- Although 53% agree to this statement, 21% respondents do not agree to this – meaning that they feel illegal activities exists to some extent there.
- Highest agreement to this statement is seen among legal professionals (60%) and lowest agreement is seen among respondents with Marathi as mother tongue (47%).
- Among Government servants, higher agreement (62%) is seen among those who've interacted with police and lower agreement among those who have not interacted (46%). **This indicates that high interaction with police is likely to result in better confidence on police.**

Statement 4: I feel that police is neither cooperating with criminals nor is it enabling the success of illegal gangs and their activities

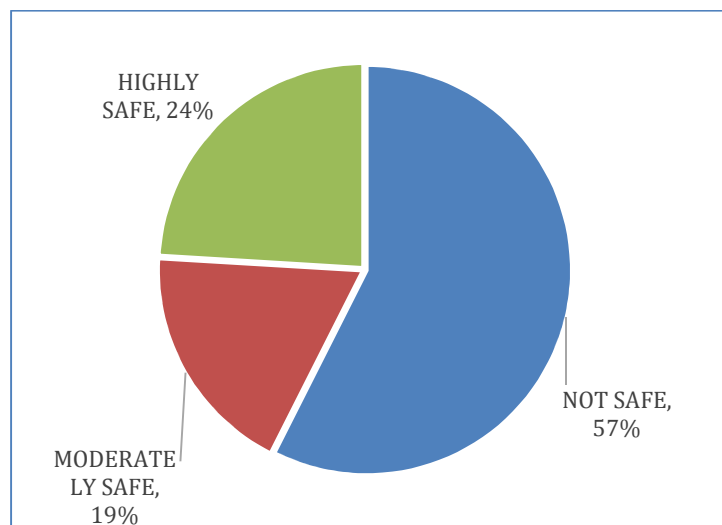
Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	54%	56%	52%	61%	61%	55%	56%
NEUTRAL	22%	24%	28%	17%	28%	24%	23%
DISAGREE	24%	20%	20%	22%	11%	21%	21%

- 56% respondents agree that police is not cooperating with criminal elements and 21% disagree with it. **Mean value for the statement is 4.65.**
- Highest agreement is shown by legal professionals (60%) and lowest agreement is shown by native respondents. Lower agreement to the statement indicates that citizens have lower confidence on efficiency and working of the police department.
- Among legal professionals, those who've interacted with police have agreed less to the statement (57%) and those who've not interacted have agreed to a higher extent (71) to the statement.
- **Mira - Bhayandar Police will have to undertake confidence building measures among citizen and curb any illegal activities being possibly run by criminal element groups.**

4.5 SAFETY

4.5.1 Safety of women

There is increasing concern about women's safety in cities over the past few years. The fear of violence in public places affects everyday lives of women, as it restricts their movement and their rights such as freedom to move, study, work, and leisure. Women face fear of sexual violence as a constant threat to their ability to move around, to work and to their general well-being. This part of the questionnaire has 6 statements that try to find the opinion and perception of women regarding their own safety in Mira-Bhayandar.



- The overall mean value of **4.59** indicates moderate dissatisfaction among female citizens about their own safety concerns in Mira-Bhayandar. 57% of women respondents themselves feel that women are not safe, while 43% feel that they are moderately or highly safe.
- There is no significant impact of interaction with police on the overall opinion of respondents regarding women's safety in the city. More than half of the respondents across all strata are dissatisfied with the safety situation of women in Mira-Bhayandar and feel they are not safe.
- Among legal profession women respondents there is no difference of opinion based on interaction with police and their opinion is in line with rest of the respondents.
- Among post-graduate respondents, lesser number of those who have interacted with police (48%) feel that women are not safe and greater number of those who have not interacted (63%) feel so.
- Hence, safety of women is a concern for police.
- It can be observed that women themselves have opined their own lack of safety to a considerable extent. Also, there is good consistency on this point across majority of demographic segments.

Statement 1: In my opinion women safety concerns have significantly increased over the past few years

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	59%	58%	59%	62%	71%	64%	61%
NEUTRAL	12%	20%	22%	19%	14%	17%	17%
DISAGREE	29%	22%	19%	19%	14%	19%	22%

- **The mean score is 4.74.**
- Significantly high number of respondents (61%) feels that women safety concerns have increased over the past few years. This is reflected for all the police stations from the gathered data.
- Agreement to this statement by women under various demographic segments is fairly consistent.

- It is found that, generally, women respondents who have not interacted with police agree more to the statement than those who have interacted.

Statement 2: I feel women in Mira-Bhayandar do not feel safe in market place after 9 p.m.

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	48%	52%	50%	48%	47%	42%	48%
NEUTRAL	17%	22%	23%	15%	19%	19%	19%
DISAGREE	35%	26%	27%	37%	34%	39%	33%

- The **mean score for this statement is 4.23**
- Slightly less than half of the respondents (48%) are in agreement to the statement, and this is quite consistent across all police stations, except Bhayandar where it is lowest at 42%. This agreement is highest in case of women in Government service (71%).
- About interaction with police, lesser number of self-employed respondents who've interacted with police (37%) agree to this statement as compared to more number of them who've not interacted (52%). **This could mean that perceived women safety concerns in market place reduce on interaction with police.**
- Among legal professionals there is practically no difference of opinion on this statement, with respect to their interaction with police.

Statement 3: I think women in Mira-Bhayandar prefer to visit public places during day time only

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	50%	39%	56%	51%	54%	47%	49%
NEUTRAL	14%	26%	16%	20%	15%	14%	18%
DISAGREE	36%	35%	28%	28%	31%	40%	33%

- This statement complements the previous statement and has a **mean value of 4.23**. 49% women respondents agree to this statement and a considerable number (33%) do not agree, meaning that women in Mira-Bhayandar visit public places even during evening hours.

- Under Kashmirira police station the gap between respondents agreeing to the statement and those not agreeing is very less (just 4%). This indicates that almost equal number of women prefers to visit market place during day time and during evening time.
- Impact of interaction with police seems to affect the opinion of women respondents educated below matriculation. Less number of them who've interacted (43%) agree to the statement than more of them who've not interacted (60%). This indicates that **interaction with police reduces fear among women to visit market place during evening time.**

Statement 4: I think chain snatching incidents can be ruled out if police is more alert and puts in organised efforts

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	70%	67%	71%	73%	67%	68%	70%
NEUTRAL	16%	15%	19%	18%	22%	18%	17%
DISAGREE	14%	18%	10%	9%	11%	13%	13%

- The **mean value of 5.15** indicates that women respondents agree to a higher extent that chain snatching incidents can be ruled out. Across all demographic segments agree to this statement to almost similar extent.
- Professionals who have interacted with police agree less to this statement (53%) as against those who have not interacted (76%). **Those interacting possibly understand the difficulty associated with eliminating the chain snatching incidents altogether.**
- Similar differences in opinion, based on interaction with police, exist in other demographic segments also but their number is negligible; hence not reported.

Statement 5: I feel that women are hesitant to take police help

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	56%	54%	58%	56%	67%	60%	57%
NEUTRAL	19%	19%	20%	24%	19%	15%	19%
DISAGREE	27%	27%	22%	19%	14%	25%	24%

- The overall response is positive for more than half of the respondents (57%). This is also supported by a **mean value of 4.59** showing moderate agreement. Efforts need to be made to remove hesitation from the minds of women for taking police help. **A strong image of ‘Helpful Police’ needs to be created in the minds of women of Mira-Bhayandar.**
- Women respondents of Kashimira are in least agreement (54%). This could mean that women in Kashimira are more inclined to take police help when required.
- Across different demographic groups there are no major variations.
- Difference in opinion based on interaction with police is not much across segments. **This again highlights that perhaps interaction with police is likely to reduce hesitation among women to take police help.**

Statement 6: I feel certain areas of Mira-Bhayandar are more unsafe for women

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	57%	62%	57%	64%	54%	46%	57%
NEUTRAL	17%	18%	23%	17%	18%	28%	20%
DISAGREE	26%	20%	20%	19%	28%	26%	23%

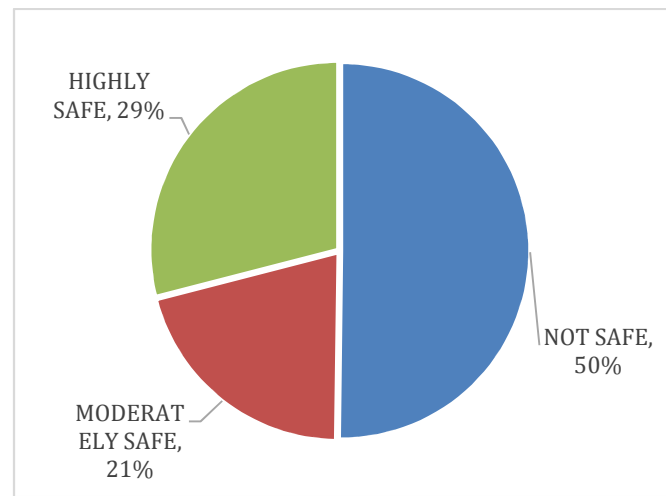
- More than half of the respondents (57%) feel that certain areas of Mira-Bhayandar are unsafe for women. The **mean value here is 4.59**. However, there is a wide variation on agreement to this statement across police stations. Highest agreement is seen among Navghar respondents (64%) and lowest among Bhayandar respondents (46%).
- The agreement to this statement is lowest among ‘below matriculation’ respondents (44%). There are other demographic groups showing even higher agreement but their numbers are not significant.
- Overall, interaction with police seems to have no impact on opinion to this statement across occupation and other demographic groups. Only in case of post-graduates, agreement to the statement is less (38%) among those who interacted with police and more (57%) among those who did not interact.

Steps may be undertaken to reduce /eliminate fear among women about certain areas not being safe for them. Increased patrolling in areas perceived as unsafe could be one such measure.

4.5.2 Safety of senior citizens

Traditional style of Indian living is fast eroding with the advent of modernity, globalisation and the quest for independence. This has further been compounded by phenomena such as industrialisation, urbanisation and migration in search of work. As a result, the number of nuclear families is increasing and more and more elderly have no choice but to live alone. With rapid urbanization and disintegration of joint families crime against senior citizens is increasing at a rapid pace.

This part of the questionnaire has 4 statements that try to find the perception of citizens of Mira-Bhayandar regarding the safety of senior citizens there.



- An **overall mean value of 4.48** indicates slightly moderate concerns on safety of senior citizens.
- From the above figure it can be seen that 50% of the respondents across all strata agree that senior citizens safety concerns are there in Mira-Bhayandar. The other half feels that senior citizens are highly safe or moderately safe.
- Half of the respondents perceiving life of senior citizens not safe is a matter of immediate concern. **Frequent interaction with senior citizens may help reduce this**

perception. Senior citizens should also feel it easy to approach the police when needed.

- 61% religious majority respondents feel senior citizens are safe and only 16% feel that they are not safe.
- There is no difference of opinion among genders.

Statement 1: I feel senior citizen safety concerns have increased over past few years

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	62%	57%	67%	65%	66%	61%	62%
NEUTRAL	19%	24%	19%	15%	20%	22%	20%
DISAGREE	19%	19%	14%	20%	14%	17%	18%

- **Mean value for the statement is 4.8**, indicating moderate agreement to the statement.
- For the statement “**I feel senior citizens safety concerns have increased over past few years**”, 62% of the respondents agree to the statement across all police stations.
- Agreement to this statement is almost similar across all demographic groups.

Statement 2: I think senior citizens are soft target for criminals

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	62%	60%	71%	67%	68%	63%	65%
NEUTRAL	18%	23%	19%	17%	19%	21%	19%
DISAGREE	20%	17%	10%	16%	13%	16%	16%

- **The mean value is 4.95.**
- This, again, is a high percentage of concern (65%). This could be due to the reduced physical strength and agility of senior citizens, which makes them more vulnerable.
- Agreement to the statement is slightly higher in Kashimira (71%).
- Comparison with regards to interaction with police could probably be irrelevant here. **Additional measures for safety of senior citizens may be considered by way**

of educating them on certain aspects (e.g. dos and don'ts, precautions to take when interacting with strangers, domestic help, etc.)

Statement 3: In my opinion lonely senior citizens do not feel safe even at home

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	54%	58%	64%	62%	58%	57%	58%
NEUTRAL	22%	21%	19%	15%	20%	20%	20%
DISAGREE	24%	21%	17%	23%	22%	23%	22%

- For the statement “**In my opinion, lonely senior citizens do not feel safe even at home**” 58% of the respondents across all strata agree to the statement that has a **mean value of 4.7**. This can be attributed to the fact that with increasing urbanization and modernization the concept of nuclear families has strengthened, children move to other cities and countries for education and work and as a result parents(senior citizens) stay alone at home. Hence, staying alone makes them feel unsafe even at home.
- Highest agreement to this statement is seen among Government servants (66%).
- Safety of senior citizens, even at their homes, is highlighted and **urgent steps need to be undertaken to mitigate this feeling of insecurity of senior citizens at their homes.**

Statement 4: Police personnel are more proactive towards safety of senior citizen

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	17%	17%	14%	14%	11%	16%	16%
NEUTRAL	22%	24%	23%	22%	29%	26%	23%
DISAGREE	61%	59%	63%	64%	60%	58%	61%

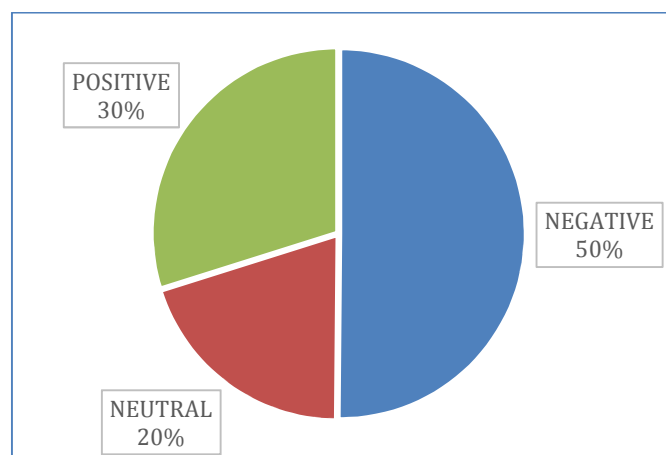
- Only 16% respondents agree to this statement and majority disagree. This is a matter needing immediate attention of the police department. The police force is not perceived as proactive, generally, in Mira-Bhayandar. The **mean value is only 3.47**, indicating moderate disagreement to the statement.

- Highest disagreement to the statement is seen among below-matriculate respondents.
- **This brings out a need for Mira Road Police to be consciously proactive.** It may lead to many issues being reduced on their own and the image of police will also be considerably improved.

4.6 TRAFFIC POLICE

Traffic police is treated separately for analysis because effective traffic policing is imperative for road safety and ensuring enforcement of traffic rules. It is usually found that citizens have more incidents of interaction with traffic police than with city police due to daily commuting.

In this part of the survey, there are 6 statements which try to measure the perceptions of citizens about traffic police of Mira-Bhayandar. Questions try to find out the attitude, nature and effectiveness of traffic police in Mira-Bhayandar. For example a statement “I think traffic police are very helpful in regulating traffic in crises” tries to find the opinion of people regarding attitude and helpfulness of traffic police. The statement “I think traffic police are very compromising when it comes to following the rules” tries to find whether traffic police follow the rules and regulations for issuing challans to the traffic violators.



The figure above indicates a negative perception of traffic police by half of respondents (50%) and positive perception by only 30% of them. 20% have chosen to be neutral, i.e. they have preferred not to express their opinion about traffic police. This creates a lot of scope

for traffic police department to improve its image and thus the perception of its effectiveness and existence. The **overall mean value of 4.5** also supports this.

- **The perception of people regarding traffic police among the citizens can be improved if there is more interaction (positive and helpful) between traffic police and the citizens.**
- The opinion of people regarding traffic police is similar (more dissatisfaction) across all the demographic groups.
- There appears to be no impact of prior interaction with police on perception of traffic police. Thus traffic police needs to **improve on the quality of their behaviour while interacting** with the citizens.

Statement 1: In my opinion people are very careless and ignorant about traffic rules

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	67%	60%	67%	70%	72%	65%	66%
NEUTRAL	11%	17%	13%	12%	16%	15%	14%
DISAGREE	22%	23%	20%	18%	12%	20%	20%

- A **mean value of 4.94** indicates a higher agreement of people to this statement (66%). This does not reflect a healthy situation on the part of citizens, with respect to their own safety. Being careless and ignorant of rules is detrimental for physical safety of the citizens themselves and that of others around.
- Very less number of people appears to be following (or at least knowing) traffic rules.
- **Strict enforcement of discipline and fine to traffic offenders may help reduce carelessness of citizens.**

Statement 2: I think traffic police are very helpful in regulating traffic during crises

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	24%	22%	18%	18%	19%	21%	21%
NEUTRAL	19%	19%	23%	21%	25%	23%	21%
DISAGREE	57%	59%	59%	61%	56%	56%	58%

- The **mean value of this statement is 3.45** which indicates that disagreement to the statement is quite high (58%) than agreement (only 21%). Reason for this could be non-availability of traffic constables at junctions with high traffic during peak hours. Proper staffing of traffic police department could be related here.
- The disagreement is slightly less (46%) in case of legal professionals and could be due to their profession and their higher likelihood of getting cooperation from traffic constables. Otherwise, the disagreement is fairly constant across all other groups.

Statement 3: Traffic Police in general are very adamant and rude while interacting with people

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	53%	54%	53%	54%	60%	57%	55%
NEUTRAL	18%	23%	23%	21%	20%	18%	20%
DISAGREE	29%	23%	24%	25%	20%	25%	25%

- The **mean value of 4.55** indicates above average agreement to the statement. Interaction with anybody is the strongest source of creating an impression. Unfortunately, the traffic police of Mira-Bhayandar is perceived as adamant and rude by majority of its citizens (55%).
- This perception is strongest among the student respondents (60%), probably due to their age factor where they tend to find short cuts and in the process breaking traffic rules. **Students need to be constantly reminded of their duty to follow traffic rules and how it affects their own safety and that of others around.**
- Among legal professional, those who have interacted with police earlier agree less (44%) to this statement and those who have not interacted agree more (67%). **Interaction with police appears to have increased faith among legal professionals on traffic police.** Among other groups, the slight differences in opinion due to interaction with police are not considerable.

Statement 4: I think Traffic Police are very compromising when it comes to following rules

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	57%	57%	56%	61%	58%	57%	58%
NEUTRAL	18%	21%	25%	22%	21%	23%	21%
DISAGREE	25%	22%	19%	17%	21%	20%	21%

- The **mean value is 4.67.**
- Legal professionals show the lowest agreement to this statement (46%) as compared to the overall figure of 58%. This could be due to the nature of their profession.
- Students show lowest disagreement (18%) as compared to other groups. This could be due to their own experiences and instigations at getting off the offence by way of a compromise. Students who've interacted with police have shown lesser agreement to this statement (54%) than those who've not interacted (62%).
- Thus there **exists a scope for behavioural and ethical training** to be given to the traffic police across all police stations.

Statement 5: Traffic Police, as I think, pose a fear than help to People

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	56%	52%	56%	54%	63%	56%	55%
NEUTRAL	18%	25%	21%	19%	13%	19%	20%
DISAGREE	26%	23%	23%	27%	24%	25%	25%

- An above average agreement is indicated by the **mean value of 4.55.**
- Highest agreement to this statement is shown by legal professionals (66%) and the lowest by Government servants (47%). This could be due to clients of legal professionals reporting such matter to them. This could also be related to clients/citizens trying to find short cuts and thereby making traffic offences.
- It is observed that across groups, interaction does not seem to make much difference. Only non-matric respondents who interacted with traffic police agree less (47%) to the statement as compared to those who did not interact (70%).
- It implies that **interaction helps bring down fear of traffic police in the minds of citizen.**

Statement 6: In my opinion traffic regulation during evening hours is not effective in the city

Options	Mira Road	Kashimira	Naya Nagar	Navghar	Uttan	Bhayandar	OVERALL
AGREE	61%	62%	65%	64%	65%	62%	63%
NEUTRAL	16%	16%	16%	18%	17%	17%	16%
DISAGREE	23%	22%	19%	18%	18%	21%	21%

- As compared to other statements in this part, the agreement of respondents to the above statement is very high (63%) across all police stations. The **mean value of 4.82** also indicates higher agreement to the statement.
- There are no major differences across genders and other demographic groups and also, interaction with police has almost no bearing on this traffic experience.
- Traffic is more in the evening hours because of office goers, students and others returning after day's work and this calls for increased and specific attention of the traffic police department to regulate traffic in the evening hours.

KEY FINDINGS & CONCLUSIONS

5.1 Expectations from Police

- It is evident that citizens of Mira-Bhayandar expect police to listen to them patiently whenever they visit police station for registering a complaint. This expectation is noted equally by the people who have interacted with police as well as those who never had an interaction with police.
- Highly educated people who did not interact with police are sceptical and want police to listen to them quietly without bombarding them with questions.
- People expect that while interaction, the police must provide more comfortable and safe environment for them so that facts about the complaints could be clearly stated.
- People expect traffic police to be polite and humble and understand their situation.
- A remarkable number of post-graduate students have indicated that they are not in favour of using unfair means to get away with minor traffic violations.
- In case of reporting a theft or burglary, the most common expectation of citizens is that the police should visit the place of incidence in no time and make the victim feel safe and secure.
- In Uttan, the respondents expect police to catch the thieves and penalise them at the earliest. Moreover, they have given equal importance to the expectation of getting their belongings back.
- ***Prima facie we can conclude that people expect police to listen to them patiently, make them feel safe & comfortable and be more polite & humble than they are currently.***

5.2 Police Force and Policing

5.2.1 Behaviour of Police

- Significant (61%) respondents are satisfied with the behaviour of Mira - Bhayander Police. However, Kashimira Police Station is an exception to this where the level of satisfaction is slightly lower.
- Respondents who had an interaction with police are more (24%) dissatisfied with police behaviour.

- After police interaction, people found police less caring and sympathetic. This difference of opinion is found in all police stations. This difference is found to be more under Kashimira police station.
- Under Kashimira police station, in “place of origin” stratum, Hindi speaking North Indian respondents have recorded most negative responses on behaviour.
- It is observed that people who interacted with police found police as less honest.
- Satisfaction level regarding adherence to rules and regulations by police is more in female respondents (63%) than in male respondents (56%).
- ***Prima facie we can conclude that the quality of interaction between police and citizens needs improvement.***

5.2.2 Image of Police

- Although 60% respondents have a positive image of police, the degree of agreement is not very strong.
- A considerable number of respondents (22%) are having negative image and 18% respondents are neutral about the image of Mira Road Police. This implies that nearly 40% of the populace is not carrying a positive image in their minds about the police.
- Image of police among legal professionals is alarmingly negative.
- Police appear to be more courteous and police to female citizens as compared to male citizens.
- 65% citizens of Mira-Bhayandar agree that they feel safe and secure in the company of police. However, half of legal professionals not feeling safe and secure could be a matter of concern.
- 47% respondents are not in favour of the statement ‘Mira - Bhayandar Police appears to be physically fit’.
- ***Prima facie we can conclude that people in general think poorly about the police and that the police needs an immediate image makeover to establish strong citizens connect.***

5.2.3 Capabilities of Police

- Across various demographic segments there is good amount of consistency in positive perception on capabilities of Mira - Bhayandar Police.
- Those who've interacted with police agree to a lesser extent (56%) as compared to those who've not interacted (61%) regarding capabilities of Mira - Bhayandar police.
- Overall mean value of 4.84 indicates moderate agreement of Mira-Bhayandar citizens regarding problem solving skills of Mira Road Police.
- Legal professionals who've interacted with police have less confidence on problem solving skills of Mira Road Police.
- 65% citizens agree that Police are capable of handling law and order situations.
- Only 50% respondents agree that online FIR facility is helpful. The other 50% either do not agree to this or are neutral (do not have an opinion).
- A significant 45% of respondents perceive that Mira - Bhayandar Police is corrupt and victimises citizens.
- ***Prima facie we can conclude that while police is considered capable of handling all law and order related issues, the same is hampered by perception related to corruption and lack of faith in the police.***

5.3 Police Helpline

- Overall interaction of Police on helpline was perceived as satisfactory by 60% respondents.
- It is evident that the positive perception increases with the increase in education level of respondents.
- Mean value 4.78 denotes that, in general, the perception of citizens about police being polite on Helpline is positive. However, the degree of agreement is not very strong.
- More than half of the respondents (59%) believed that the Police is concerned while answering helpline calls.

- ***Prima facie it can be concluded that police helpline is considered satisfactory. However, this may even be largely due to the less importance citizens give to helpline contact as against face-to-face contact with the police.***

5.4 Citizens' Participation

5.4.1 Approachability of Police

- Majority respondents across all strata feel that the Mira Road Police is approachable.
- There is no difference among genders in willingness of respondents in approaching police. Same is also the case in relation to interaction with police.
- Educated people i.e. Graduates and above are hesitant while approaching the police.
- Government servants who've interacted with police have more faith in them and hence, are more willing to approach police.
- More of those who've interacted with police tend to feel more comfortable in approaching police and report the matter.
- It is observed that only 75% of respondents have claimed to abide by rules & regulations, as citizens.
- Education is found to have no influence on the citizens' tendency to abide by rules & regulations.
- ***Prima facie it can be concluded (although 75% claim to abide by rules and regulations) that citizens themselves don't feel too responsible of their own roles. Importantly even educated citizens are not very keen to get involved in any manner or help the police in any form.***

5.4.2 Trust of people on Police

- 62% people of Mira-Bhayandar trust the Police, 20% do not trust them and another 18% respondents are neutral.
- 57% respondents have rated their interaction with police as satisfactory.
- 58% respondents agree that gender of police personnel is important while interacting with them.
- A high degree of respondents agree to the statement that they would report matter of crime to police with an expectation of solution.

- A high number of respondents (60%) agree that they feel comfortable in allowing a female member of their family to visit a police station without male escort.
- Interaction with police does not make any significant difference in the feeling of security for respondents.
- Majority of respondents do not have any fear to visit a police station for filing a complaint.
- ***Prima facie it can be concluded that the citizens trust the police enough to resolve their issues even though they don't carry a very good image of the police.***

5.4.3 Awareness regarding Role of Police

- 29% respondents are unaware about the role of police and 13% did not express any opinion about their awareness. This leaves lot of scope to educate the citizens on the exact role of police.
- The respondents who have interacted with Police show a slightly high awareness when compared to those who have never interacted.
- Enforcement of law is the main function of police and 73% of the respondents recognize this. Respondents belonging to religious minority are found to be more aware about the role of police.
- ***Prima facie it can be concluded that the citizens themselves are quite unaware and have some unrealistic expectations too. Also, the police needs to increase their contact with citizens so that awareness of their role can increase.***

5.4.4 Effectiveness of Police

- Although 60% respondents perceive Mira - Bhayandar Police as effective, 19% rate them as ineffective and 21% are neutral.
- 53% agree to the statement that illegal activities are not prevalent in Mira-Bhayandar area. However, 21% respondents do not agree to this and 26% are not sure, meaning that they feel illegal activities exist in Mira-Bhayandar to some extent.
- Highest agreement to this statement is seen among legal professionals (60%).
- A significant proportion of respondents perceive that a nexus between police and criminal minded elements may exist.

- Respondents from native population expect the police to be more effective while dealing with persons carrying out illegal activities.
- ***Prima facie it can be concluded that citizens feel that the efforts of police in dealing with criminal elements and curbing the menace of illegal activities are visible but not yielding the desired results.***

5.5 Safety

5.5.1 Safety of Women

- Only half of the respondents across all strata are satisfied with the safety situation of women in Mira-Bhayandar and feel that women are safe.
- It is evident that women residents have also opined their lack of safety. Also, there is good consistency on this point across majority of demographic groups.
- Even interaction with police does not seem to have much impact on this response.
- Market places are perceived as unsafe for women after 9 p.m. by nearly half the women in Mira-Bhayandar area.
- More than half of the respondents (56%) feel that certain areas of Mira-Bhayandar are unsafe for women. Areas considered as 'more unsafe' for women – Naya Nagar, Talao Road, BP Road, Shivshakti Nagar, Shanti Nagar and areas near Local Railway Stations (during night).
- Nearly 3/4th respondents expect police to be more alert and to put in organised efforts to rule out the chain snatching incidents.
- Near to half of women respondents (43%) feel that women are not hesitant in taking the police help. **A strong image of 'Helpful Police' needs to be created in the minds of women of Mira-Bhayandar.**
- ***Prima facie it can be concluded that a few areas of Mira-Bhayandar are considered unsafe by women.***

5.5.2 Safety of Senior Citizens

- Half of the respondents feel that senior citizens are safe.
- 65% respondents are of the opinion that senior citizens are soft target for criminals.
- Safety of senior citizens, even at their homes, is highlighted and urgent steps need to be undertaken to mitigate this feeling of insecurity of senior citizens.
- The police force is not perceived as proactive towards safety of senior citizens by majority of respondents (61%).
- ***Prima facie it can be concluded that Mira-Bhayandar region is considered moderately safe for senior citizens, by majority of respondents, and to a large part the policing actions related to senior citizens need to be improved considerably.***

5.6 Traffic Police

- 50% respondents have negative perception about traffic police. This sentiment is consistent across all strata and does not have any significant impact of interaction with traffic police.
- A worrisome agreement of 66% respondents to the statement that 'people are very careless and ignorant about traffic rules' needs immediate attention.
- 58% respondents do not find traffic police helpful during traffic crises. Reason for this could be non-availability of traffic constables at junctions with high traffic during peak hours. Proper staffing of traffic police department can help to resolve this problem.
- Interaction with anybody is the strongest source of creating an impression. Unfortunately, the traffic police of Mira-Bhayandar is perceived as adamant and rude by majority of its citizens (55%).
- The statement 'I think Traffic Police are very compromising when it comes to following rules' touches the issue of integrity and honesty of police. High agreement to this (58%) clearly indicates that compromising tendencies of some police personnel is creating a bad impact on overall image of police.
- More than half of the respondents (55%) perceive traffic police as more fearful than being helpful.

- Traffic regulation in the evening hours is not satisfactory.
- ***Prima facie it can be concluded that traffic police carry a 'not so favourable' image in the minds of citizens of the region. Also, their effectiveness needs improvement given the fact that a large number of citizens perceive them as less effective, rude and prone to corruption and compromise.***

SUGGESTIONS

Suggestions and recommendations are generally a set of guidelines for a future road map that emerges as a result of the analysis. A similar analysis has resulted in some suggestions that are listed below.

6.1 Training

Continuous training is the only way a human being can remain updated and relevant to the profession that she/he is pursuing. In that regard, police force is no different and hence continuous training of police personnel is paramount to the success of their job. Given below are some areas of training that are proposed for the police personnel of the region. The list is comprehensive; however, a lot of areas of training can be added on to it once the training sessions start. Care needs to be taken though, to prepare a formal training calendar for the same. It needs to be emphasised here that training should always be a continuous activity and not a one off venture for the long term effects of training to come into play.

Training can be categorised as Behavioural Training and Functional Training. Behavioural Training, as the name suggests refers to the training designed to bring about changes in behaviour, habits, attitudes and perception. Functional Training on the other hand is designed to improve upon the knowledge and skills of the participants.

Some of the areas of behavioural training are mentioned below:

- Emotional intelligence
- Interpersonal communication skills
- Motivation – Self as well as motivating others
- Stress Management
- Time Management
- Working in teams
- Ownership, responsibility & accountability
- Resilience training
- Gender sensitisation
- Sensitivity training

And other related topics.

Functional Training

- Advanced Investigation techniques
- Use of Internet
- Using Social Media for investigation
- Recording complaints
- Stock keeping and inventory management of seized goods
- Evidence gathering and recording techniques
- First Aid
- Disaster Management
- Traffic Management
- Training and refresher course on IPC
- Handling cases of domestic violence
- Understanding economic offences
- Research and analysis of Data

And many more related topics.

6.2 Standard Operating Processes (SOPs)

It is proposed that preparation of Standard Operating Processes (SOPs) and their implementation with close monitoring and control would help reduce reaction time thereby giving a major boost to the meeting of expectations of people. These need to be prepared and kept ready for all manner of works being carried out in a routine manner as well as for all investigative processes. Said processes need to be audited and modified from time to time based on the learning's and inputs from various cases and expert opinions.

6.3 Image Building Exercises

Various image building exercises need to be undertaken to ensure a positive image of the police is projected to the public at large. These can be Above-The-Line (ATL) or traditional forms of image projection as well as Below-The-Line (BTL) or non-traditional or modern forms of image projection. Some of these (ATL as well as BTL) are listed below:

6.3.1 *Web Presence*

The website of the police needs to be dynamic, interactive and updated on real time basis which will lend credence to the practices and image of the police.

6.3.2 *Social Media*

Police needs to be actively present on the social media to ensure that the whole demographic are covered and the users of social media are also included in the ambit of police work.

6.3.3 *Citizen Outreach Programmes*

These are programmes designed to increase police interaction with the common public by increasing police participation in socio-cultural as well as sports events in the region. This will project an inclusive image of the police. Even participation in local debates, seminars, conferences on various social, economic as well as ethical issues should be encouraged to bring about social inclusion of the police force.

6.3.4 *Student Connect*

Since the average age of the Indian population is dropping day by day, it implies that youngsters, particularly youth, hold the key to all future opinions in the country. Hence it is imperative that the police force increases its involvement with students in the region. This can be achieved by conducting talks, seminars, training programmes, awareness drives, etc. in local schools and colleges.

6.3.5 Legal Eagles

Specific outreach programmes aimed at the legal professionals to ensure that camaraderie between the police force and legal professionals increases.

6.4 Partnership Programmes

6.4.1 Social Organizations

Forging event based partnerships with social, cultural and other organizations as co-organizers as well as partners will also help in interaction and enabling better conduct of the events.

6.4.2 Felicitation Programmes

Public felicitations (well publicised) of well known influencers as well as Police Department well wishers will also go a long way in connecting people to the department.

6.5 Other Avenues

- Increase recruitment of female personnel and deploy them in increased numbers in the city to ensure that women feel safer on the streets.
- Similarly, a separate cell like the “Bharosa Cell” designed by Nagpur City Police, can also be started to deal with women and juvenile grievances.
- Starting a separate helpline for senior citizens and promoting it extensively using local media and regional avenues will enable senior citizen grievances to be dealt with in a more sensitised manner.
- Intensive campaigns for creating traffic rules awareness amongst locals will enable them to connect as well as to encourage people to follow traffic rules.

6.6 Actionable Measures

1. Listening skills: specific training to be imparted to 'Ammaldars' on how they can be friendly with people who come to register complaints and thereby create an impression that police listen with patience and are concerned about the complainant.
2. A separate cubicle, free from other disturbances, is suggested to be set up at all police stations for visitors and an environment of comfort and safety be created. The Ammaladar need to be humble.
3. Regular reporting of good police actions (such as return of stolen goods, etc.) must be done in newspapers, social and other media with personnel trained in managing accounts like Facebook, Twitter, Instagram, etc. The objective is good image building among public. Few personnel from Police IT Cell may be designated to specifically accomplish this with a good frequency. Interactions through online media and resources can also be a part of this.
4. Videos showing positive police action may be broadcast on local cable networks. Certain instructions for public safety can also be communicated this way.
5. The online FIR (Complaint) lodging facility needs to be popularised among citizens and communications regarding this must emphasize its simplicity, convenience and use. Posters may be put up at all police stations and certain public places.
6. Police department needs to undertake steps aimed at impressing upon the public about the non-corrupt and efficiency driven working systems of police department.
7. Police can increase interaction with common people by visiting housing societies on sundays.
8. Anonymous complaint options can be provided for general public, which can act as whistle blowing. This option can be used specifically in the public domain for complaints pertaining to places of public interest or public properties, amenities, etc. Any action that the Police take on such complaints can be appropriately publicised so that damaging intentions of antisocial elements can be checked and more people come forward to restrict such tendencies.

9. The police department may periodically involve student groups to help them with clerical or some such work, by virtue of which student fraternity will appreciate police work and thus have an improved image of the police department.
10. Extraordinary contributions made by Police personnel (any department or Police station) in detecting and solving criminal cases can be publicly acknowledged, rewarded suitably and publicised extensively.
11. Police department can also think of involving students in periodic regulation of traffic and thus also have respect for following traffic rules.
12. Special Women's Cell should be established to increase interaction of lady police personnel with homemakers across the city as most housewives have indicated that they have a low safety perception in their minds. This can be done through various forums like exhibitions etc., visited frequently by women, where police department can have a stall and educate housewives.
13. Police department can think of conceptualising and coordinating small social projects under police banner, but entirely executed by public volunteers. This will immensely contribute to their image and trust building efforts.