

Trichy Police

Innovation Summary

□ Context

- Prior to 1999, the historical City of Trichy, was a hotbed of communal-riots, gang-wars etc. This was the reason for widespread panic and distrust among public. The local perception about the police was at an all time low.
- The feeling of fear and apathy among the citizens was fuelling mass gossip campaigns that was not helping the police do its duty of upholding the law and order machinery. The overstretched and demotivated constabulary contributed to the problem.

□ Challenge / Opportunity

- The traditional policing model works in a reactive mode wherein a crime occurs and then gets reported. The ownership levels in the local population are also low. The challenge was to pre-empt crime and gather local participation in doing so.
- Mr. J K Tripathy deployed the Community Policing Model which operates on the Beat Officers System (BOS). The approach here was proactive as the police constables were placed closer to the community (beat offices as against the sho's) and now were required to "not" stay in the office but to make continual rounds (on a shift basis) in their neighbourhoods.

Innovation

Community Policing Model

Some important elements of this model are

- **Beat Officers' System** : The City was divided into 57 beat zones, manned by dedicated 4 constables, called 'Beat Officers'. They were empowered to take independent decisions. Initially, they introduced themselves to the community, identified problems and resolved through consensual solutions. They even handled civic issues – fixing street lights / calling mechanic etc. Such gestures created conducive atmosphere for mutual trust, enlisting community participations and realisation of shared responsibility.
- **Wide Area Network** : This was a technology platform to network all police stations thus enabling public to give suggestions and lodge complaints at any terminal, denying scope for refusal by police. The levels of responsiveness and transparency increased dramatically.
- **Slum Adoption Program**: Police along with some NGO's facilitated the social development process in these underprivileged areas through education , income generation and de-addiction programs. This improved the quality of life and turned slums into pockets of productive communities.

Innovation Scorecard

- Uniqueness and Impact
 - The community policing strategies addressed basic issues at both macro and micro levels.
 - At a macro level succeeded in building mutual bond, free flow of information, enlisting active participation of the public and empowerment of community.
 - At micro level, strategies like helpline for women and slum adoption, being target-group specific, empowered the victims.
 - Its uniqueness lies in empowerment of police and community together, on basic tenets of democracy, developing mutual trust to tackle crime and public order and work together to ensure better quality of life.
 - 135 health camps were conducted in slums and deaddiction programme for chronic alcoholics (243) has improved life expectancy. **Data Source : Onsite Visit and Field Interviews of Beat officers, ex convicts, slum dwellers, NGO's , shop keepers,,ex – police officers etc.**

Innovation Scorecard

- Sustainability
 - The model has been working in Trichy for the last 5 years and evolved in to one that has a larger people ownership and participation. **Data Source – Onsite interviews with the cross section of population.**
 - The deployment across Madurai (**Data Source : Onsite Interviews**) , Coimbatore (**Data Source : Police officers posted in the area – Interviews**) **and** Chennai (**Data Source: Mr. J K Tripathy**). The Scale up has the sanction of the TN govt in the form of an amendment in Police Training Manual and a permanent grant being allocated for the initiative.
 - States of Madhya Pradesh, Nagaland and Chattisgarh are in various stages of deployment. (**Data Source : Mr. J K Tripathy**)
- Leverage
 - Community Policing Model of this scale has no precedent in the policing community. Hence to make a comparison would be difficult. However , Mr. J K Tripathy spoke of his personal dream to bring the force on levels of the English Bobby and Japanese “Koban” systems.