Police Reform Programme

Public Attitude Follow-up Survey

FINAL REPORT

Conducted by

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Police Reform Programme

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LIST OF ABBREVIATIONS

CPF	Community Policing Forum
CT	Comparison Thanas
DFID	Department for International Development
DMA	Data Management Aid
EC	European Commission
FGDs	Focus Group Discussions
GOB	Government of Bangladesh
HH	Household
MT	Model Thanas
ODM	Open Day Meeting
PRP	Police Reform Programme
THB	Trafficking of Human Beings
VSO	Victim Support Organizations
CPO	Community Police Officer
UNDP	United Nations Development Programme

EXECUTIVE SUMMARY

BACKGROUND

The Project: The Government of Bangladesh, in partnership with UNDP, DFID and EC, has been implementing the Police Reform Programme (PRP) since 2005 with the principal objective, 'to develop a safer and more secure environment based on respect for human rights and equitable access to justice through police reform which is more responsive to the needs of poor and vulnerable people'. The project aims at improving efficiency and effectiveness of the Bangladesh police by supporting key areas of access to justice, through the police adopting crime prevention as a concept and including, investigations, police operations and prosecutions, human resource management and training and future directions, strategic capacity and oversight and trafficking of human beings.

Baseline Survey: A baseline survey was undertaken before launching of the project in which samples of both public and police personnel respondents were interviewed for their perceptions and views to assess the existing (baseline) situation of law and order, crime prevalence and the state of public safety in 11 Model Thanas and 2 Comparison Thanas. A qualitative assessment was also made at the time.

Follow-up Survey: The follow-up survey was carried out in late 2008 to assess the effectiveness of the PRP, measure the extent of changes that took place due to PRP intervention and assess whether the intended benefits are being generated and the project is meeting its goal and strategic objectives.

Methodology of Follow up Survey: The follow up survey was carried out in 7 of the 11 Model Thanas and 2 Comparison Thanas; another 4 Non-model Thanas were included in the follow up. The present survey interviewed both general public respondents including the victims and police personnel for ascertaining their perceptions and views regarding present situation in all three types' areas i.e. Model, Non-model and Comparison areas and to assess the changes that took place in the 7 Model Thana areas. Similar to the baseline survey a qualitative assessment was also made to complement the quantitative assessment. The scope of follow up was expanded to incorporate opinions and perceptions of women victims and women in custody regarding police attitude and behaviour.

FINDINGS OF THE FOLLOW-UP SURVEY

The findings of the follow up survey portray the state of law and order, public safety and the project's effectiveness and the achievement made towards attaining the overall objectives identified in the project documents. The follow up study encompasses almost all aspects of crime prevention and control, police responses to incidence of crime, attitude and behaviour of the police, nature and quality of investigation, access to justice as well as the state of human resource management of the police service. Key findings of the follow-up survey are summarized below:

A. CRIME PREVENTION

Incidences of crime had reduced in the Model Thana areas over last two years in the opinion of both general public and police respondents. Compared to the baseline survey in 2006 around 14% more respondents in the follow-up survey felt that crimes were falling. Around 6% fewer respondents felt that crimes were rising in the Model Thanas. The reduction was more pronounced in view of the police respondents. According to the Survey results the main motivating factors behind committing crime were poverty (59%), unemployment (60%) drug addiction (41%), greed (34%) and power (16%). Occurrences of crimes were relatively less in Model Thanas than in Comparison Thanas.

Survey results also demonstrate that Model Thanas have had an impact on drug and sex related crimes, human trafficking and violence against women and children over the period. Overall occurrence of murder has decreased significantly and that of kidnapping theft/*docoity*/hijaking increased moderately, while status quo has been maintained in crimes related to human trafficking over the last two years in the Model Thanas.

Juvenile involvement in crime was also perceived to be lower in Model Thana areas (8% in Model vs. 14% in comparison). Police respondents thought that juvenile's involvement in crime was much higher than the general population did. This is both as perpetrators (62%) and as victims (52%). Opinions on who were the perpetrators of crimes showed that neighbours (48%), strangers (27%) and addicts (13%) were among the perpetrators.

Crime situation has improved remarkably. One out of every seven respondents (17%) had members of household were among victims of crime in the last two years preceding the follow-up survey which is much lower than the baseline survey. In comparison to the baseline, the percent of victimization fell in the Model Thanas than in Comparison Thanas. About 8% fewer households reported that they had household member victimized while 8% more households reported no incidence of crime in the Model Thanas than in Comparison Thanas.

Access to Justice has improved during the project period. Contact with police and complaints filed with police increased in the last 2 years. At a time when crime rates were considered to be dropping. When compared to the baseline 4% more households' contacted police for various reasons in the last two years in the Model Thanas. Police responses and filing of complaints (General Diary/First Information Report) and the process of taking statements have improved. Satisfaction with police responses especially in Model Thanas was much higher (61%) than in Comparison Thanas (30%). The Survey also concludes that filing complaints with police has also become easier.

The level of satisfaction with the police response after registering the complaint has improved significantly. In the follow-up survey the level of satisfaction in Model Thanas was 61% whereas in the Comparison Thanas it was observed at about 30%. A total of 37% more respondents were either satisfied or highly satisfied and 30% fewer respondents were dissatisfied or highly dissatisfied with the police response in the Thanas compared to the baseline survey.

Improvements in Victim Support Services are noticeable. Victims sought and received police assistance and their satisfaction with the quality of assistance was high in all areas but at a higher rate in the Model Thanas in the follow-up survey. There were significant gender differences among victims reporting crimes to the police (male 37% and female 11%). Overall 10% more victims received police assistance in the follow-up survey.

The level of respondents' satisfaction with the legal counseling and police assistance received has substantially increased. A total of 10% more respondents were either satisfied or highly satisfied and 11% fewer respondents were dissatisfied with the legal counseling received by the victims, about 13% more respondents were satisfied and 11% fewer respondents were dissatisfied with the police assistance received by the victims in the Model Thanas. However, the levels of satisfaction with other support, such as, financial compensation, medical assistance and shelter did not show marked improvement.

About two-thirds of the general public respondents felt maintenance of law and order was a priority compared to nearly all among police respondents. Public respondents felt impartiality of police investigation (44%), police identifying and prosecuting the criminals, ensuring justice was important for maintenance of law and order. Police respondents' views coincided with that of public respondents and thought that it was essential that code of ethics - honesty (93%), impartiality (80%), integrity (73%), respect and care (37%), and respect of the elderly, culture, religion and gender (17%) were preserved.

B. INVESTIGATION, OPERATION AND PROSECUTION

In the follow-up survey, Model Thanas made substantial progress in reducing the 'financial (illegal) incentives sought', 'creation of unnecessary complications and delays' and 'discouragements' in lodging GD or FIR. Harassment by police diminished in Model Thana areas (37%) compared to that (54%) in Comparison Thana areas. Compared to baseline survey, just over a quarter (26%) fewer respondents thought that incentive was sought, 10% fewer respondents reported that unnecessary complications were made and 6% fewer respondents reported discouragement shown by the police in lodging the complaints.

The Bangladesh **Police's response to complaints and time spent by them for investigation had improved. Process based reform and training has resulted in easier access to Justice in Model Thana.**

Victims faced difficulties in filing GD/FIR was 27% in Model Thana compared to 44% in Comparison area. About 44% of general public respondents thought that police's investigation had become impartial.

Difficulties faced in lodging GD or FIR in the Model Thanas also reduced markedly in the follow-up. About 22% fewer respondents of the Model Thanas faced difficulties and 22% more respondents did not face any difficulty in filing complaints. Reasons for not filing GD or FIR also showed improvement in the Model Thanas.

Police Corruption has decreased. 'Illegal incentives' sought was reported by 38% fewer respondents, 16% fewer respondents thought that 'lack of influence' was a factor and 8% fewer respondents thought that 'poverty' was a discouraging reason for lodging a complaint in the Thanas. Also respondents attributing high costs, fear of police harassment and lack of confidence in police reduced by 26%, 20% and 5% respectively for not filling GD or FIR.

Major problems identified by the household respondents in maintaining the law and order was corrupt practices by police officials while carrying out duties (44%), external interference (40%) were reported obstacles for maintenance of law and order.

Substantial improvements in crime investigations were reported in the follow-up survey. Nearly a tenth (9%) more respondents thought that police was impartial and 11% fewer respondents thought that police acted in favor of some persons while conducting investigation.

The Model Thanas also earned substantial public confidence on the procedures and accuracy of police investigations. 13%) more respondents were satisfied and 23% fewer respondents (were dissatisfied with the police investigation procedures; about 8% more respondents were satisfied and 18% fewer respondents were dissatisfied with the accuracy of investigation.

Level of **respondents' satisfaction on crime investigations in the Model Thanas were also considerable higher in the follow-up survey**. About 17% more respondents were either satisfied or highly satisfied and 21% fewer respondents (were dissatisfied or highly dissatisfied with police investigations.

External pressure on police operations reduced. About two-thirds of the police respondents in the follow up survey and three-fourths in the baseline survey reported that they faced interference in the form of social and political pressure in discharging their responsibilities and duties indicating some lessening of the attribute. It may be due to the fact that political and other types of pressure groups in the society were much less active due to state of emergency prevailing in the country. However, external pressure on police operations still remains a significant issue.

The Model Thanas made substantial progress in monitoring activities of identified criminals but performed poorly in watching crowded places. About 15% more respondents thought that police monitored activities of identified criminals.

The respondents' opinion about the time spent by the police in places of crime occurrence showed mixed results. Compared to baseline, approximately 6% more respondents thought that police spent more than adequate time in the places of crime occurrence.

Both public and police respondents thought increased police patrolling, maintenance of records of known criminals and keeping track (monitoring) of criminals are effective instruments in crime prevention. Meeting with community, community policing and prompt action against criminals was also emphasized by the police respondents.

Transparency and accountability of the police was emphasized for crime prevention as well as to eliminate or reduce illegal activities such as police harassment, bribery and external influence in police activities.

Overwhelming majority (81%) of general public respondents felt police should collaborate with community and other organizations.

Most of the police respondents, about 90%, supported the idea of a 'Hotline' in place to complain against the police.

Majority among both the public and the police respondents, and at a higher proportion in Model Thanas, held the opinion that police attitude and behaviour towards women need to change. About 73% of the police personnel had the knowledge of the Gender Guideline.

C. HUMAN RESOURCE MANAGEMENT AND TRAINING OF POLICE

Building community awareness about Victim Support remains a work in progress. Less than a tenth of the respondents were aware of the existence of Victim Support Organization (VSO). Two-thirds of police were aware of VSO; awareness was higher in Model Thanas.

More resources are required for training and HR management. Respondents felt that basic skills of the police can be improved by appropriate training (74%), proper supervision and guidance (25%), through rewards and punitive measures (23%) and making them aware of their responsibilities. Almost nine out of ten police respondents received training with satisfaction and thought further training would be helpful.

Functions and responsibilities assigned to the police as perceived by the respondents are maintenance law and order 81% to 87%, prevention of crime 74% to 78%, protect life and property 39% to 50% and detection of crimes 32% to 36%; other relatively important responsibilities reported are reporting to courts for justice 11% to 13% and traffic management 6% to 8%. The desired responsibilities of the police, in view of the police respondents were similar - ensure law and order (93%), control crimes (92%), ensure sufficient patrolling in the locality (48%), ensure access to justice (35%), monitor activities of the criminals (30%), protect the weak and the vulnerable (30%), maintain list of criminals (24%), work with community (27%), resolve disputes (20%) and protect citizens from being hijacked (21%). Among other desired responsibilities protection of women and children were given importance.

Main elements of behaviours expected from the police were impartiality (61%), friendly behaviour (64%) and strict adherence to rules and procedures while discharging duties (19%). Satisfaction with police behaviour was higher (75%) in Model area, 67% in Non-model area and 54% in Comparison area.

There was an overwhelming support about the need for increasing the number of women in police force. 93% in Model Thanas and 90% in Comparison Thanas and across all respondents supported women in police service. The need for increasing the number of women in police force had overwhelming support of general public respondents. Similar

view was expressed by large majority of the police respondents also. Performance of women in Police service adjudged satisfactory by both public and police respondents.

D. STRATEGY AND OVERSIGHT

In the Model Thanas, feeling of safety by people improved substantially due to police activities. Overall 30% more respondents thought that they felt safer.

Community Policing Forum (CPF) has become popular although the operation of CPF is still at its infancy. Awareness of Community Policing Forum need to be improved further even though police respondents heavily emphasized community contact; less than a third (28%) of the public respondents expressed awareness of CPF in Model Thana areas; lag behind that in Comparison areas.

Two main functions of the police station identified by nearly three quarters of the public respondents were prevention of crime and maintenance of law and order; other important responsibilities included were ensuring access to justice for all and keep sufficient watch over the jurisdiction of the Thana for maintenance of law and order.

Strategy should acknowledge people's right to demand for and receive assistance from the police that would generate a feeling of security. Perceived feeling of safety was 90% in Model Thana areas, 84% in Non-model and 65% in Comparison Thana areas. Large majority of the general public felt police might be too pre-occupied with protocol, VIP protection and control of political violence.

Police's attempts in establishing community relationship was as low as only 28% in Model, 15% in Non-model and 27% in Comparison areas who had the knowledge of benefit of community policing. On the other hand, community policing to prevent crime was recommended very strongly by 47%. 42% of public respondents and by nearly 90% of the police respondents in all three areas recommended for community policing. The modalities of community policing outlined were to prevent crimes (69%), assist in the investigation process (54%), provide information related to crimes and criminals (36%) and effective engagement with police and community to resolve problems (26%). Overall, only 3% of the respondents ever attended the open day meetings (ODM) with police.

Payment of illegal incentives was reported to have been reduced significantly (from 72% in baseline to 4% in follow-up) – according to both public and police respondents. Training, motivation, rewarding and punitive measures were advocated to stop police corruption. However, state of emergency and the anti-corruption drive by the Anti Corruption Commission has contributed towards reduction of Illegal incentive. Recommended interventions to control and reduce police corruption were: investigation against corrupt officials, training and motivation, intensive supervision and rewards and punitive measures. Increased salary and incentive were also suggested as measures by both public and police respondents.

There is public demand for greater Police accountability. Respondents believe that police should be accountable and transparent to the public was emphasized (91%). Nearly three-quarters (71%) of the respondents felt that public access to information, 31% felt the necessity of intensive supervision of Thana level staff and 15% thought that community

access to information would help to ensure accountability of the police. Views on public access to information were 70% and that on intensive training of Thana level staff was 34%. Media access (9%) and open day meeting (ODM) to discuss police activities (6%) were other measures suggested.

Large majority of the respondents felt extensive discussions are needed for police reform and that police activities be publicized. Publicizing through media may enhance transparency and accountability.

E. HUMAN TRAFFICKING

The respondents' level of awareness on human trafficking has increased over the period. In the past general public were hardly aware of human trafficking. Due to massive campaign by NGOs and government including the PRP, people have become noticeably more aware of human trafficking.

Both the public and police respondents were well aware of human trafficking (97%) and no major variation found between Model and Comparison Thanas. Common victims of human trafficking were children (98%), adolescent girls (80%) and young women (71%) and they were trafficked to selling to the brothels (90%), selling organs (67%) and as a camel jockey (59%) and are mostly sent to India (84%) and Middle-east (81%).

Police assistance to the victim of human trafficking has improved. Assistance provided to the victims was found similar in model and comparison thanas (49%). In the model Thana more than 8% victims were referred to the victim support/human rights organizations and none of the victims were referred to victim support/human rights organizations in the comparison thanas.

Major reason identified by the respondents for human trafficking was greed for money (96%). Different steps that a community could undertake to prevent human trafficking were suggested as: raising awareness of the people (70%) and informing police (37%) about suspicious persons; steps that the police could take were: increase vigilance (66%), followed by campaign to raise awareness in the community (58%), make queries about strangers (26%) and motivate community to report to the police (25%).

F. CONCLUSIONS

The Follow up survey depicts a very extensive overview of the crime situation and an assessment of crime prevention effort since the start of PRP in three years ago. Based on the findings presented above it can be safely concluded that by and large the situation in terms of law and order, women victims, incidence and prevention of crime, human trafficking, investigation and prosecution, assistance from the police and other agencies including community, attitude and response of police, strategy and oversight towards creating a safer environment have improved during the project period, in most cases at a much higher rate in Model Thanas (with reference to Comparison Thanas).

The follow-up Survey was conducted during the period of non-political Care Taker Government. This has an important impact with regards to the decrease in external interference in operational policing by influential persons. This has had an important bearing in improving the law and order situation during the 2006-2008 period. This improvement in law and order leads us to conclude that police can perform better (more efficiently and effectively) if they exercise operational autonomy in a professional manner in partnership or association with the community and without improper in police operations from influential quarters.

G. RECOMMENDATIONS

- Government's political commitment is crucial to the proper implementation of the principal objectives of police reform.

- Police operations should be allowed to function in an environment free from external interference and influence.

- Creating new institutions and providing physical facilities alone will not produce desired results, ensuring the quality of police service is also very important.

- Intensive training should be imparted to the police personnel following recruitment; orientation regarding rules and procedures, code of ethics, motivation regarding responsibility and importance of service to the people should be addressed and emphasized during in the training programme.

- There is significant public demand for greater Police Accountability. There should be effective monitoring mechanisms in place to make the police service more transparent and accountable.

- Salaries and remuneration of the police should be raised and these should be competitive with other services.

- Budget for the police should be increased since a technically efficient and well-governed police service is an investment for development and economic growth. The police service should receive appropriate allocations from the development budget.

- There is widespread support for a significant increase in the number of women police. More women should be inducted in police service, with need-based physical/residential facilities at duty stations.

- All police actions relating to women victims and suspects should be conducted by women police or at least jointly with their male counterpart.

- Modern Police should have in their possession modernized equipment for investigation, surveillance and monitoring.

- Close networks/collaboration between police and NGOs should be established to nurture police victim support units.

- There is a need for providing further logistic support to the Thanas. Most importantly, police should be provided with more transportation facilities to increase its mobility and to ensure timely response.

- Open House Day (OHD) needs permanent space and resource should be provided to Thana to organize OHD. Results suggest that this needs to be publicised more to effective community and police relationship to curb the crimes.

- Issues and cases related to THB should be addressed in OHD and in Community Policing Forum (CPF) meetings in collaboration with NGOs.
- For the sake of institutional sustainability police needs to establish regular communication with local community and local governments (union parishads). Close monitoring of CPF by the senior police officials should be given priority. Results suggests to aware general citizens on the CPF.

Chapter-1

Background

The Police Department is an important organ of the state machinery in Bangladesh as else where in the world. The origin of the Police in its present form dates back to mid nineteenth century when the British colonial power was transferred to the British crown from the Company. Overriding functions of the police in those days were to extend and consolidate colonial rule and put down all obstructions in the way of establishing colonial administration in the sub continent. Nevertheless it also helped in maintaining law and order in the society. The image of brute force continued during the entire period of British and Pakistani rule. The Police underwent some changes after independence of Bangladesh but it could not succeed to fully remove the negative image it inherited from the colonial police, of course, for changed reasons and circumstances. It is still governed by the Police Act of 1861. Attempts in recent years to reform police to bring about fundamental changes in its structures and functions have not succeeded as yet.

As part of ongoing policy, the Government of Bangladesh started the Police Reform Programme in 2005 with support from UNDP, DFID and EC. The programme is being implemented by the Police Department, Ministry of Home Affairs with the overall purpose to develop a safer and more secure environment based on respect for human rights and equitable access to justice through police reform and which is also responsive to the needs of poor and vulnerable people including women.

The main components of the PRP are:

1. Crime Prevention

2. Investigations, Operations and Prosecutions

3. Human Resource Management and Training

4. Strategy and Oversight

5. Anti-trafficking of Human Beings (THB)

A baseline survey was conducted in 2006 prior to the launching of the PRP to establish a pre-intervention database of specific indicators and parameters that can be used as initial benchmark to assess the benefits derived and measure changes over time due to the impact of the programme in the project areas. The present survey is undertaken with the specific objectives to assess the extent of changes and benefits achieved during the intervening period since the beginning of the PRP. The follow-up survey incorporated both quantitative and qualitative methods.

The follow up survey is also expected to generate data that will help identify the strengths and weaknesses of the PRP and suggest modifications and changes in the programme. Specifically the follow-up expected to provide data on wide range of issues, incidences of crimes and type including human trafficking, reporting and responses - investigation and prosecution, appraisal of effectiveness of the measures taken by the victims, the community

and the police service. The survey also intended to identify the factors hindering and creating obstacles to implement measures for crime prevention and provide safety and security to the community. Further, the survey aims to bring into light the current state of human resource management and how to make it more effective and efficient.

Chapter 2

Survey Area and Methodology

2.1   Survey Area

Survey areas in the Baseline survey comprised 11 Thanas (Police Stations) designated as Model Thana where the PRP interventions were being implemented and 2 Thanas selected for the specific purpose of comparison. Of the 11 Model Thanas, 5 were in Dhaka Division, another 5 were in Chittagong Division and one was in Khulna Division. Of the two Comparison Thanas, one was in Dhaka and the other in Chittagong Division. It may be noted that three divisions, namely Rajshahi, Barisal and Sylhet, had no areas covered under the intervention program. Further, Chittagong Hill Tract (CHT) region consisting of three districts - Bandarban, Khagrachhari and Rangamati also had no Model Thana areas under the PRP program.

In the follow-up survey, some changes were made in the coverage considering merit of the survey. It was decided to retain 7 out of the 11 Model Thanas, add 4 new Thanas (designated as Non-Model Thanas in the Report) –one each in Rajshahi, Barisal, Sylhet division and one in CHT region. These changes in the coverage of the survey areas were made to provide (i) up-dated database for Model Thana areas, (ii) pre-intervention benchmark data for the newly selected Thanas, presumably anticipating extension of intervention (PRP) activities to cover or have minimal representation of all geographical divisions and the CHT region. New Thanas added for coverage of the survey were Rangamati Kotwali in CHT region, Gournadi in Barisal Division, Charghat in Rajshahi Division and Golapganj in Sylhet Division. Two Comparison Thanas covered the baseline survey were retained as before for comparison purpose.

Table 2.1: Distribution of Sample Areas

Division	District/Thana	Locality	Survey Area
Dhaka	Dhaka (Uttara)	Urban	Model Thana
	Demra	Urban	Comparison Thana
	Narshingdi (Sadar)	Urban	Model Thana
	Mymensingh (Bhaluka)	Rural	Model Thana
Chittagong	Chittagong (Panchlais)	Urban	Model Thana
	Rangamati (Kotwali)	Urban	Non-Model Thana
	Feni (Sadar)	Urban	Model Thana
	Chandpur (Sadar)	Urban	Model Thana
Sylhet	Brahmanbaria (Sadar)	Urban	Comparison Thana
	Sylhet (Golapganj)	Rural	Non-Model Thana
Barisal	Barisal (Gournadi)	Rural	Non-Model Thana
Khulna	Jessore (Kotwali)	Urban	Model Thana
Rajshahi	Rajshahi (Charghat)	Rural	Non-Model Thana
Total	Urban-9 and Rural-4	Model -7, Non-Model 4, Comparison 2	

2.2   Survey Respondents

Both quantitative and qualitative methods of investigations were applied in this survey. For the quantitative assessments, two categories of respondents were interviewed— household members and police personnel in the survey areas. Again, the respondents were of different age groups. The household respondents were individuals of age between 15 and 60 years old and for the police personnel; individuals were listed based on the employment roll of Thanas at the time of the survey. For the qualitative assessments, the respondents included local level general public, prominent (elite) community leaders and the members of the Community Policing Forum (CPF). Opinions of selected group of respondents were gathered through Focus Group Discussions (FGDs). A special FGD was organized in Jessore for representatives of NGOs involved in activities for prevention of trafficking human beings (THB). The HH respondents and police respondents interviewed for quantitative and qualitative assessment in the two surveys were as follows:

Table 2.2: Sample Distribution in Baseline and Follow up Surveys

Survey Area	Category of Thana and Respondent	Baseline (Number)	Follow-up (Number)
Model/Likely Intervention Area	Thana	11	11
	Household Respondents	4950	4950
	Police Respondents	111	112
	Senior Police Officials	10	15
	FGDs	22	34
	Women victims	-	54
	Women in police custody	-	46
Comparison Area	Thana	2	2
	Household Respondents	1000	1020
	Police Respondents	20	20
	FGDs	4	6
	Women victims	-	5
	Women in police custody	-	7

2.3   Selection of Household Respondents

In the public attitude follow-up survey HH respondents were selected in clusters from randomly selected *mahalla* (communities/villages). In each Model Thana area a sample of 15 *mahalla*/villages and in Comparison area 17 *mahalla*/villages were randomly selected through PPS (probability proportion to size) method from the listed villages in the 2001 census community series publications using standard statistical procedure to ensure the distribution of the selected villages over the whole Thana. A sample of 30 households were then selected in each sample *mahalla*/village systematically employing standard procedure of selection starting with an identifiable starting spot of the village and covering the whole *mahalla*/village (clusters were not compact geographically). Next, listing of all household members was carried out and followed by selection of a sample respondent in each household following modified Kish method. Gender ratio of sampled persons was controlled by selecting male-female respondents alternatively while distribution over age was enforced selecting persons randomly by order of age.

2.4   Selection of Police Personnel

Selection of police personnel as respondents was simple and straightforward. In each of 13 Thanas (7 Model, 4 new and 2 Comparison) a sample of 10 respondents were selected from the list of personnel ordered by rank and seniority on a random basis. It should be

mentioned that in two Model Thanas, a total of 11 police respondents instead of 10 were chosen.

2.5   Description of the Data collection for Quantitative Assessments

For quantitative assessments data were collected using two structured questionnaires, one for the household respondents and the other for the police personnel respondents. These survey instruments (questionnaires) are structured to obtain information on the respondents as well as their perceptions and attitudes on issues related to crime prevention and police service. The respondents for both the household survey and the police personnel survey were chosen from the survey areas described earlier.

2.6   Household Level Data

From the list of eligible persons (aged 15 to 60 years) in each sample household, a person was selected at random as indicated earlier for interview. Data collected through the use of structured survey instrument from individual interview were of three folds: (1) data related to personal characteristics – demographic and other, such as, education, occupation, etc., (2) data related to household characteristics of the respondent – household income, type and ownership of the dwelling, durable assets, etc. and (3) respondent's perceptions and attitudes related to crime – type, incidences, prevention, perpetrators and victims, police responses and services and other relevant issues. The follow-up survey also included issues of human trafficking, reasons for trafficking, victims and rehabilitation. Details of issues and attributes covered are given in the household survey instrument (Annexure A) and in the dataset.

2.7   Police Personnel Level Data

Respondents for the police personnel survey were chosen from the list of personnel working in each designated Model, Non-model and Comparison Thana. Data for each respondent was collected by administering the police personnel survey instrument. Information collected contained (1) respondents personal data, demographic and other, such as, age, sex, employment information – rank, length of service, etc. and (2) his/ her perceptions and attitudes regarding crimes – incidences, prevention and measures of prevention, measures to improve police service, human resource management – mission and vision, etc. The details of the data collected on issues and attributes are given in the police personnel survey instrument (Annexure A) and the dataset.

2.8   Experience of Women in Custody and Victim

Further more, two distinct samples of women; one from the list of women victims in police file and the other from the list of women in police custody were also interviewed to obtain information on their experiences and views regarding filing of complaints, assistances provided and treatments of the police, especially with the women in custody (Annexure A). Baseline survey did not incorporate the state of police involvement dealing with these two categories of women. These two groups of women were contacted and interviewed to

investigate the police attitude and behaviour with them – whether the police attitude and treatment were humane and within the framework of human rights and ethics.

2.9   Training of Survey Staff

The members of the field survey team were adequately trained by the senior consultants of the survey team before deployment for data collection. All of them received 4-day long desk level training, followed by 1 day field testing in a non-sampled Thana area.

2.10   Data Collection

Data collection was done through face-to-face interview. Respondent's consent was obtained before the interview. The enumerators conducted the interviews and record data with utmost care and probe the responses very carefully to maximize the reliability. In order to organizing the fieldwork effectively and efficiently, the supervisors were guided during the training on how to assign work to the enumerators and how to keep track of their work. Every evening, the Supervisor and the enumerators edited and crosschecked all the filled-in questionnaire of the day, reviewed the performances of the survey, resolved the problems of the enumerators, ensured that no pending work left on data editing and checking for the day. And afterwards the team planned for the next day.

During data collection period, the core team members and senior officials of DMA made frequent field visits to check the quality of data collection. The PRP officials also visited the data collection areas to check the quality.

2.11   Qualitative Assessment

Methodology and Selection of Respondents: Opinions of selected group of respondents were collected through FGD. Four groups of relevant stakeholders participated in the FGDs separately in each research sites. At the local level groups were general public, elite opinion leaders of the community and the members of the Community Policing Forum (CPF). In one site (Jessore) a special FGD was organized with the representatives of NGOs, which are involved in activities to prevent trafficking in human beings (THB).

General public included small and medium farmers, rickshaw pullers, day laborers, small businesspersons and transport workers. People included in the elite category were medium businesspersons, NGO leaders, teachers of high schools and colleges, professionals, journalists and senior elected leaders of UP and Municipalities. Participants were mobilized through using local networks of NGOs and in a few cases through elected local government leaders.

Outlines of queries on issues to be deliberated were prepared prior to each FGD. Altogether 13 FGDs were held in the Model and Non-model Thanas for the qualitative assessment.

2.12   Data processing and analysis

Data collection and data entry was carried out simultaneously. A customized data entry package was developed with all possible in-built conditional, logical and range checking procedures to detect mistakes if done by the entry operators during data entry. Double entry procedures were followed.

During data entry, a tabulation plan to produce tables was be prepared and necessary programs were developed using statistical software package SPSS by the Programmer under the guidance of the team leader. Comparison with baseline data was done on a good number of variables.

Economic classification of the households was done on the basis of available socio-economic indicators of the questionnaire. For this purpose dependency ration, per persons per day's income, and ownership and quality of the living houses were considered. Score was judiciously assigned to each parameter and based on the score obtained classifications of household (rich, middle-class and poor) were determined. The consistency of the economic classification was crosschecked with the ownership of the assets.

2.13   Limitations of the Study

The Baseline Survey was conducted at the end of a political government, while, incidentally, the Follow up Survey was carried out almost at the end of the two-year long non-political Caretaker government in the country. State of emergency was in place during the latter government. It was found that by and large the law and order situation and overall performance of the police across the country was much better during the Emergency period of the Caretaker government. There could be various reasons for better performance of Police during this period. One of the reasons is possibly the non-interference of the partisan politicians and politically linked influential people in police activities. As a result perception of the people regarding law and order changed considerably. However the impact of state of emergency on PRP interventions on Model Thanas can be understood to a certain extent by comparing these Thanas with the situations prevailing in Comparison Thanas.

Chapter 3

Findings of the Household Survey

This chapter presents the profiles of household respondents, household characteristics and perceptions and views/attitudes of the respondents towards crime - incidences, police actions for prevention of crime and other issues as identified in the objectives of the follow-up survey. While presenting the results on perceptions and views of the respondents we have desegregated or categorized the household respondents by area, type of locality and by their personal characteristics. Areas considered were All, Model, Non-Model and Comparison Thanas; Rural and Urban areas (Thanas) are treated as distinct localities. Personal characteristics, gender, age, education and occupation of the respondents are used to desegregate respondents into distinct categories. Four age categories, age 15 to 17 years, 18 to 29 years, 30 to 44 years and 45 to 60 years and 6 education categories, no education, primary (grade I-V), secondary (grade VI-IX), secondary school certificate (SSC or grade X), higher secondary certificate (HSC or grade XII) and graduation and above (grade XIV and above) are used in presenting the perceptions and views of the respondents. Occupation groups considered for presenting the results are farmer, service/professional, business (small, medium and big), day labour, housewife, student, retired or elderly person, unemployed and others. State of economic condition of the respondent's household defined as rich (well-to-do), middle and poor on the basis of standard dependency ratio, household income and ownership and type of dwelling is also used in presenting the perceptions and views of the respondents. Other characteristics considered are religion - Muslim and Minorities (Non-Muslim) and ethnicity – Bengali and Tribal. The findings of the survey on perceptions and views/attitudes are presented by each desegregated category as a base. Findings of the follow-up survey are presented by its components, general public respondents' survey and police personnel survey, survey of the women victims and women in custody separately for quantitative assessments and FGD findings for quantitative assessments. Comparisons with the baseline data and recommendations have also been discussed separately.

3.1   Profile of the Household Respondents and Household Characteristics

Sex, Age and Marital Status

The follow-up survey interviewed 5,970 respondents, equally divided by gender, segregation. Among the respondents 39% are heads of the household, 34% are housewives and 27% are other members of the households. Two-fifths (39%) of them are aged 15-29 years and rest are aged 30 years and above. Four-fifths of them (79%) are married and 18% are reported unmarried.

Graph 1: Respondents Type

Other members, 27

HHH, 39

Spouse, 34
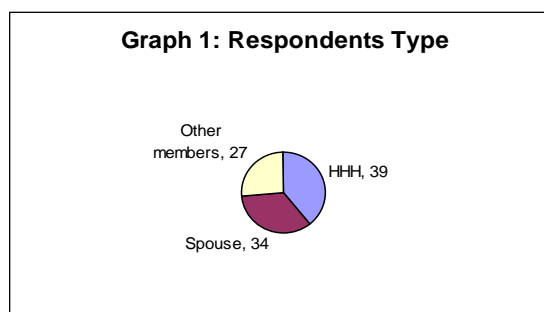
Education and Occupation

A tenth of the respondents have no education, nearly a-third completed primary education, one quarter (27%) passed grade VI-IX, and close to one-third passed grade SSC and above. More than two-fifths of the female respondents were housewives (41%). Major occupations of the male respondents are business (14%), farming (11%), service (11%) and day labourers (9%).

Primary occupation
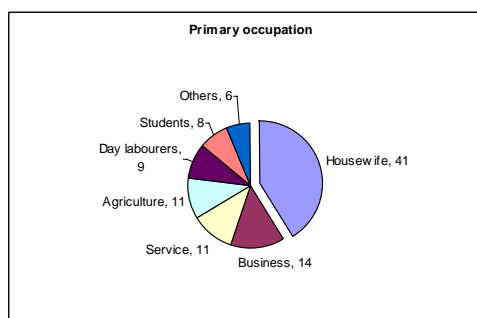
Religion and Ethnicity

The respondents are mostly Muslims (90%) by religion and Bengalis 95% by ethnicity; the remainders are non-Muslims and tribal by ethnicity. Among all Thanas, only in Rangamati both the minority community (Non-muslims) (65%) and the Tribal community (58%) outstretch the Muslims and the Bengalis respectively.

Income and Economic Assets

Two-thirds (65%) of the respondents belong to the poor group, 24% to the middle income group and 11% to the rich group. Thanas vary considerably by economic condition; only in three urban Thanas, Uttara, Panchlais and Demra the proportion of the rich considerably high constituting a majority (52%) in Uttara Thana. The average monthly incomes of the poor, middle and rich households are estimated at Taka 7, 640, 17,932 and 20,864 respectively.
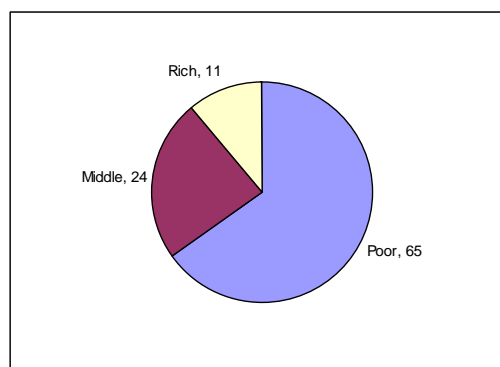
Table 3.1: Monthly HH Income

Indicators	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Mean	11565	12355	9871	12113	8730	12789	11601	11529	7640	17932	20864
<5000	20.3	19.9	25.1	12.9	29.2	16.4	19.7	20.9	29.0	4.0	4.2
5000 - 9999	37.8	37.7	40.0	34.0	39.6	37.0	37.3	38.2	46.5	22.2	19.9
10000 - 19999	26.3	25.2	23.2	35.5	22.1	28.2	27.6	25.1	19.5	40.9	35.2
20000 and above	15.6	17.2	11.7	17.5	9.1	18.4	15.5	15.7	5.0	32.9	40.7
%	100	100	100	100	100	100	100	100	100	100	100
N	5970	3150	1800	1020	1800	4170	2985	2985	3885	1412	673

Nearly four-fifths of the respondents (79%) own their dwelling, 18% live in rented house and the rest 3% shelters have taken shelter (live) in others' houses.

Table 3.2: Dwelling House by Ownership and Quality

	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Owner ship	79.2	72.2	92.2	77.7	97.1	71.4	80.3	78.1	89.8	75.3	26.2
Rented	17.7	23.4	6.3	20.6	1.5	24.7	17.1	18.4	7.4	22.0	68.5
Sheltered	3.1	4.4	1.6	1.7	1.4	3.8	2.6	3.5	2.8	2.7	5.3
Wall											
Bricks/ Concrete	44.4	46.8	32.6	57.9	31.4	50.0	42.7	46.1	25.5	79.0	80.8
Tin	26.9	27.8	19.9	36.1	22.2	28.8	27.8	25.9	36.2	10.1	8.0
Bamboo	10.9	8.4	20.6	1.7	2.5	14.5	11.0	10.9	12.7	6.4	9.7
Soil	15.0	15.3	20.8	3.9	37.8	5.2	14.8	15.2	21.5	4.0	1.0
Others	2.8	1.7	6.2	0.4	6.1	1.4	3.8	1.9	4.1	0.4	0.4
Floor											
Bricks/ Concrete	46.2	48.5	31.9	64.4	22.4	56.5	45.5	47.0	27.1	78.2	90.0
Soil	53.8	51.5	68.1	35.6	77.6	43.5	54.5	53.0	72.9	21.8	10.0
Roof											
Bricks/ Concrete	18.7	23.4	8.8	21.9	6.9	23.8	18.8	18.6	4.2	39.7	58.4
Tin	79.5	74.9	88.3	78.0	92.2	74.0	79.3	79.6	93.2	60.1	41.2
Others	1.8	1.8	2.9	0.1	0.9	2.2	1.9	1.8	2.6	0.3	0.4

Possession of household durable assets also appears to correlate well with household economic condition. Three-fourths (76%) of the households have electricity connection, 65% have electric fans, 57% have television, 22% have radio, 69% have mobile phone, 7% have computer, 20% have refrigerators and 3% do not own any assets.

A. CRIME PREVENTION

3.2 Proximity to the Thana HQ

The average distance of the respondents' households from the Thana headquarters is 6.8 km. About 31% of the respondents live within 2 km, a quarter live in 3-5 km, a quarter in 6-10 km, 14% in 11-15 km, 4% in 16-20 km and 3% lived in over 20 km from the Thana headquarters. Average distance of the Thana HQs is 1.5 times higher in rural areas compared to that in urban areas.

Table 3.3: Proximity of Sample HH from Thana HQ

Distance (Km)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Mean distance (km)	6.8	5.9	8.0	7.5	8.6	6.0	6.9	6.7	8.2	5.1	2.6
Within 2 km	31.1	37.6	14.3	40.9	12.1	39.4	30.5	31.8	19.2	46.1	68.8
3 – 5	23.8	20.0	28.3	27.4	23.4	23.9	23.5	24.1	23.1	24.9	25.1
6 – 10	23.4	24.8	27.9	11.3	31.4	20.0	23.7	23.2	30.0	15.0	3.4
11 - 15	14.3	12.5	21.1	8.0	23.1	10.6	14.4	14.2	18.2	9.4	2.1
16 - 20	4.5	3.7	7.8	0.9	8.7	2.6	5.0	3.9	5.7	3.0	0.3
21 and above	2.9	1.4	0.6	11.6	1.3	3.6	2.9	2.8	3.8	1.6	0.3
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673

3.3   Incidence, Prevention and Investigation of Crime

Incidences of crime with reference to situation 2 years before at the time of the baseline survey are shown in graph 4. In view of an overwhelming majority (85%) incidences of crime have been either falling or falling fast. The view of diminishing rate of incidences is

relatively higher in Model Thanas (88%), compared to Comparison Thanas (78%); Rural Thanas (88%) show higher view of diminishing incidences than that in Urban Thanas (83%). Nearly 10% mentioned that the situation remained same as before in terms of incidences of crime and only 5% of the respondents felt that

Graph 4: Perception on incidence of crimes in the locality compared with last two years

	Falling	Same as before	Rising
Comparison	78	13	9
Model	88	8	4

incidences of crime to be rising or rising fast of incidence of crime. A lesser proportion of ethnic minorities - non-Bengalis (64%) as opposed to the Bengalis (86%) opined that incidences of crime are falling.
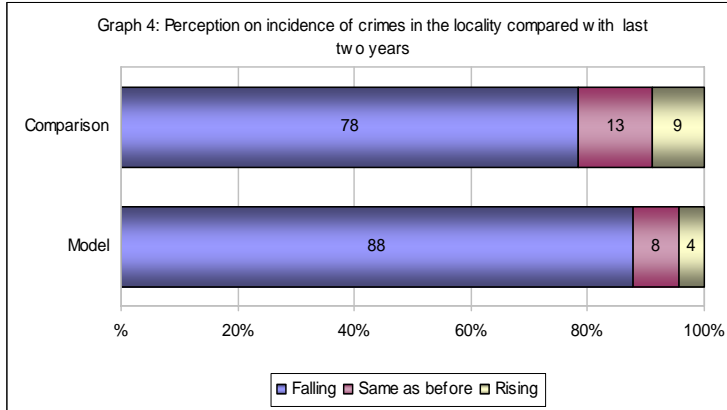
In all Survey areas majority HH are of the opinion that the incidence of crime has been falling, ranging from 66% to 94% HHs. The rate of fall, as perceived by the HH respondents,

was highest in Chittagong area (96%), closely followed by Mymensingh (94%) and Barisal area (93%), Feni and Dhaka (both 89%) and lowest in Brahmanbaria area (66%). The rate of fall in other areas varied from 72% to 88%. A total of 26% respondents in Rangamati district felt same as before in terms of incidence of crime with reference to two years earlier.

Graph 5: Incidence of crimes in the locality

	Falling	Same as before	Rising
Barisal	93	4	4
Rajshahi	86	9	5
Dhaka	85	10	5
Khulna	82	12	6
Chittagong	81	13	6
Sylhet	79	10	11
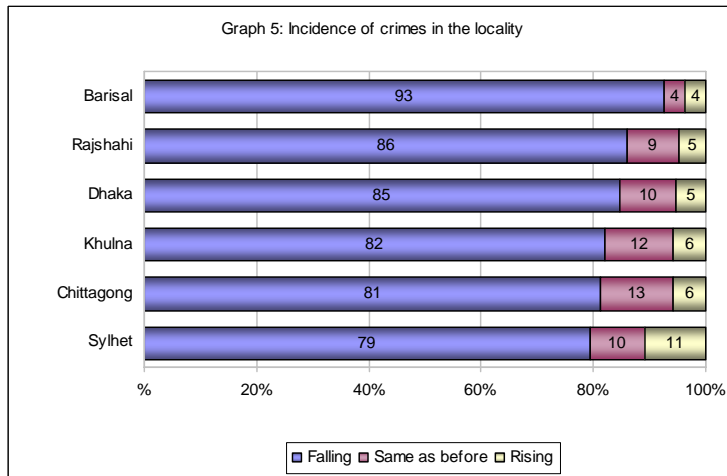
Only about 3% HHs of Narshingdi district stated that their family members were victims of crime during the last two years against some 23% in Brahmanbaria district. The HHs mentioning victims of crime among the family members were reasonably higher in the areas of Dhaka, Feni, Chandpur and Rajshahi (14 to 17%) and Rangamati 9% HH mentioned having victims of crime in the family.

Table 3.4: Household Members Victimized During Last 2 Years

Area		No. of respondents		Victim of crime by any household member	
		N	%	Yes	No
All		5,970	100.0	14.1	85.9
Dhaka	All	1,860	100.0	12.5	87.5
	Dhaka	960	100.0	16.7	83.3
	Narsingdi	450	100.0	2.7	97.3
	Mymensingh	450	100.0	13.3	86.7
Rajshahi	Rajshahi	450	100.0	14.2	85.8
Khulna	Jessore	450	100.0	17.1	82.9
Chittagong	All	2,310	100.0	15.6	84.4
	Chittagong	450	100.0	13.6	86.4
	Rangamati	450	100.0	9.3	90.7
	Feni	450	100.0	16.7	83.3
	Chandpur	450	100.0	14.7	85.3
	Brahmanbaria	510	100.0	22.7	77.3
Sylhet	Sylhet	450	100.0	12.2	87.8
Barisal	Barisal	450	100.0	12.0	88.0

One-third of the respondents thought that crime occurring daily, weekly, fortnightly or monthly. Respondents with the same view are higher in the Comparison Thanas (55.7%) than in the Model (28%) and Non-Model Thanas (30%). Opinion about crime incidences by time period differs among religious groups, ethnic groups, education and occupation groups as well. Muslims and Bengalis opined that crime occurred more often than non-Muslims and non-Bengalis (34% vs. 22%) and (34% vs. 14%) respectively. Respondents with higher education reported higher incidences of crime than respondents with lower education. Businessmen reported crime incidence to be higher than that by housewives and service holders.

Table 3.5: Perception on Incidence (rate) of Crimes in the Locality

Periodicity	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Daily	1.7	1.9	1.3	2.1	1.4	1.9	1.8	1.6	1.5	2.8	1.2
Weekly	6.3	3.8	5.6	15.6	5.6	6.7	6.5	6.2	6.2	7.2	5.6
Fortnightly	8.2	6.6	6.5	16.1	6.4	8.9	9.3	7.0	7.7	9.4	8.0
Monthly	17.0	15.7	16.6	21.9	14.6	18.0	18.6	15.4	15.2	18.3	24.4
Quarterly	13.6	14.2	12.2	14.2	14.4	13.3	14.4	12.8	13.4	14.4	13.4
Six monthly	26.1	29.9	25.1	16.6	26.6	26.0	23.5	28.8	28.2	23.5	19.9
Rarely	25.3	25.8	31.3	13.2	29.6	23.5	24.3	26.3	26.1	22.9	26.0
None	0.3	0.3	0.3	0.3	0.2	0.3	0.3	0.3	0.3	0.1	0.6
No answer	1.4	1.9	1.2	0.1	1.2	1.5	1.3	1.4	1.5	1.3	0.9
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673

Respondents were asked to mention the common crimes occurred in their locality. Among the common crimes cited by the respondents were requested to rank the incidence of each

crime in the locality on a point scale of occurrence - 'most frequently, frequently and less frequently or none'. Majority of the respondents viewed that theft, torture, kidnapping, drug related crimes, sex related crimes, and violence against women and children were committed most frequently or frequently. Although murder was not a frequent event, the view that it happened more frequently was higher in the Model Thanas (16%) and Non-model Thanas (7%) than in the Comparison Thanas (2%); the same view was higher in rural Thanas (19%) than in urban Thanas (6%). More Muslims than non-Muslim minorities (10% against. 3%) and more Bengalis than non-Bengalis (10% against. 0%) reported murder happened most frequently or frequently in their areas. Similarly, more Muslims and Bengalis than non-Muslims and non-Bengalis opined most frequent or frequent incidence of physical torture, theft, hijacking, drug and sex related crimes.

3.4   Persons Committing Crime

On the query about the identity of perpetrators of crime in the locality about two-thirds of the respondents mentioned strangers (66%), neighbours (66%) and just over two-fifths (42%) identified them as drug users/addicts. About 10-15% of the respondents mentioned family members, relatives and *mastans* committing crimes while 3-8% mentioned peer groups, juveniles, powerful persons, unemployed youths and organized groups as perpetrators of crime. Type of crime perpetrators differs by localities; drug users, *mastans,* juveniles, and unemployed youths were more in number in urban areas than in rural areas.

Graph 6: Perception on type of persons committing crimes in the locality
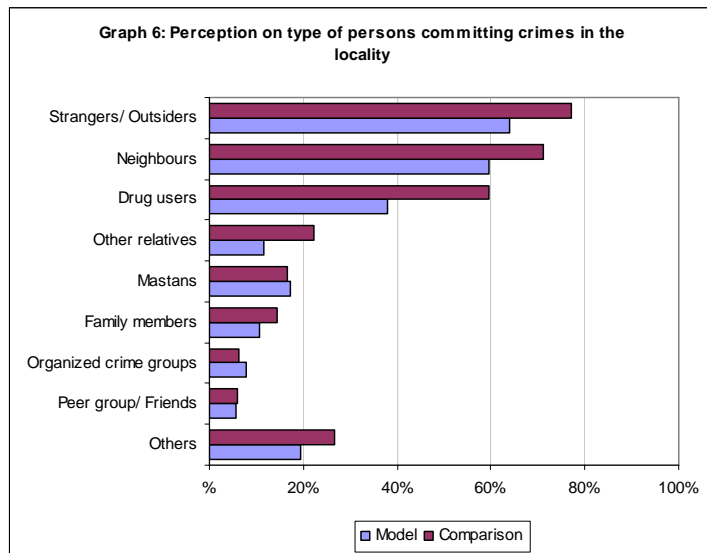
Religion and ethnicity are also associated with certain types of perpetrators. For example, Muslims and Bengalis mentioned family members, *mastans,* powerful persons and organized crime groups as perpetrators than non-Muslims and Non-Bengalis who mentioned drug users more often.

Economic factors emerged as top reason for committing crimes. Most frequently reported were unemployment (60%) and poverty (59%) followed by drug addiction (41%), greed (34%) and power (16%). Opportunity for committing crime was also reported by 12% of the respondents. Opinions about causes of crimes differ between locality, religious and ethnic groups. Drug addiction, greed, opportunities and sex were more frequently reported causes in the Comparison Thanas and urban areas than in the Model Thanas and rural areas. Opinions about cause of crime are also differing by religion than ethnicity. Non-Muslims and Tribals (non-Bengalis) than Muslims and Bengalis who mentioned greed and power more often reported addiction more often.

Nearly 9% of the respondents expressed the view that juveniles were involved in crimes with significant differences among the base characteristics, both by broad categories and sub-categories within. This opinion was higher among the respondents of the Comparison Thanas than those in the Model Thanas (14% vs. 8%), in urban areas (11%) than in rural areas (5%) and in the higher educated group than in the lower educated group (17% vs. 8%).

Graph 7: Perception on type of persons committing crimes in the locality
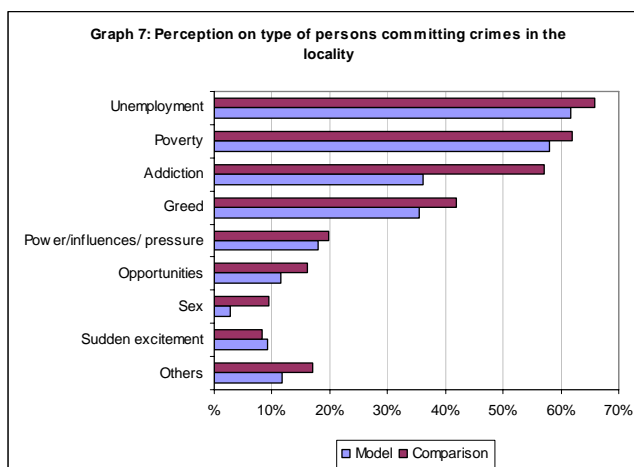
3.5   Juvenile Crime

Of the types of crimes juveniles commit more often were theft (70%), drug related crimes (70%) and sex related crimes (24%). Physical torture (16%) committed by the juveniles was also noticeable. Crimes, such as, violence against women and children (7%) and murder (2%) committed by the juveniles were relatively low. Opinions on types of crimes committed by the juveniles differed substantially between localities – urban and rural areas, and between religious and ethnic groups.

Table 3.6: Perceptions on Juveniles' (10- 17 years old) Involvement in Crime

Answer (Yes/NO)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Yes	8.9	8.0	7.5	14.4	5.2	10.6	9.3	8.5	7.8	11.4	10.4
No	91.1	92.0	92.5	85.6	94.8	89.4	90.7	91.5	92.2	88.6	89.6
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673

Reported theft was higher in urban areas than in rural areas (74% as against. 54%); Sex related crimes and violence against women and children were also reported higher in urban areas than in rural areas (32% vs. 22%) and (13% vs. 6%) respectively. About 90% of the Non-Muslims and 92% of the Tribals (non-Bengalis) compared to 68% of both Muslims and Bengalis mentioned drug related crimes; on the other hand, sex related crimes were reported higher by the Muslims and Bengalis (25% for both) than the Non-Muslims (8%) and the Tribals (7%) and violence against women and children was reported by 7% of the former two groups compared to 14% and 11% respectively by the later two groups.

Table 3.7: Perceptions on Crimes by Juveniles

Type of crimes	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Murder	1.7	0.8	3.8	1.4	4.4	1.1	1.1	2.4	1.3	2.5	1.4
Other type of crimes involving physical torture	16.1	17.7	16.7	12.9	14.3	16.5	19.6	12.3	16.8	15.6	14.3
Theft	70.5	73.9	65.2	69.4	53.8	73.9	71.4	69.4	67.8	73.1	75.7
Kidnapping	0.9	0.4	2.3	0.7	2.2	0.7	0.7	1.2	1.0	1.3	0.0
Drug related crimes	69.7	65.1	76.5	71.4	68.1	70.0	72.1	67.1	71.1	68.8	65.7
Sex related crimes	23.7	23.3	18.9	28.6	31.9	22.0	24.3	23.0	30.5	16.3	11.4
Violence against women/ children	7.4	5.2	16.7	2.7	13.2	6.2	5.8	9.1	6.4	8.1	10.0
Others	11.4	16.5	10.6	3.4	14.3	10.8	11.6	11.1	12.1	12.5	5.7
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	533	251	135	147	93	440	278	255	302	161	70

Causes for committing crimes by the male and female juveniles included poverty, unemployment, opportunity, power/influence, sexual urge, frustration, addiction, sudden impulse, peer influence, association with criminals and cadres, lack of parental care and school dropout and others. Reasons attributed to male and female juvenile crimes differ considerably. Main reasons for crimes committed by male juveniles viewed as most important by the respondents are lack of parental care (57%), addiction (54%), unemployment (48%), poverty (47%), power/influence (38%), opportunities (36%), greed (33%), peer influence (31%), school dropout (27%) and sexual urge (23%); the same for crimes committed by female juveniles are lack of parental care (47%), sexual urge (26%), opportunities (23%), poverty (22%), peer influence (20%), unemployment (18%), addiction (18%), school dropout (17%) and greed (14%). The reasons for juvenile crimes differ considerably across the base categories of the respondents.

3.6   Victims of Crime

One out of every seven respondents (14%) had members of household who were victims of crime in two years preceding the survey. Respondents with reported crime victims in the households were higher in the Comparison Thanas than in the Model Thanas. Reported victimization varied by religion, ethnicity and occupation as well. More Muslim (15%) than non-Muslim (7%) respondents and more Bengali (14%) than non-Bengali (5%) reported victimization. Respondents with occupation - medium and big business had more reported victimization (21%) than respondents with service as occupation (13%).

Graph 8: Household members victimsized of crimes during last 2 years

Among the reported victimizations 56% were victims of thefts, 27% were of sex related crimes and 13% were victims of physical torture. Reported theft was much lower in the Non-Model Thanas (42%) than that in the Model (62%) and Comparison (60%). Reported theft in urban area (63%) exceeds that in rural area (38%) by more than 3 to 2 margin. By economic category reported theft showed a highly increasing trend from 50% for the poor to 81% for the rich; theft also showed an increasing trend by education groups from 56% for the group with no education to 78% for the graduate and higher educated group with the exception of the primary educated respondents (48%). Among the respondents by occupation reported theft varied from 47% for small business to 68% for day labourer – with reported theft among housewives and service holders at 60%. Thefts reported by male female respondents were even.

Reported victimization of sex related crimes was 27% Overall, 23% in Model Thanas and 31% in both the Non-Model and Comparison Thanas. By rural and urban areas it was 38% in the former and 23% in the later. By economic category sex related crime show a decisive decreasing trend from 32% for the poor to 7% for the rich. There is appreciable variability in reported sex related crimes by age groups (24% to 33%), education groups (10% to 29%) with highest educated group reporting lowest (10%) and by occupation groups with respondents in agriculture and the unemployed showing higher victimization of sex related crimes.

3.7   Households with Victims of Crime

Victims of drug related crimes were reported higher among the minorities by religion (7%) and by ethnicity (15%) compared to among both the Muslim majority (3%) and the Bengalis (3%).

The following table indicates that among the perpetrators of crime neighbours were on the top (48%) as perpetrators followed by strangers (27%), drug addicts (13%), influential persons (10%), juveniles (7%), organized groups (6%) and frustrated youths (6%). Differences among respondents by area regarding neighbours committing crimes were not very wide with Model Thanas showing lowest (47%) number of respondents compared to 50% of the respondents for the other two areas – Non-Model and Comparison Thanas. Variability among respondents on neighbours committing crimes were appreciable and wide among education and occupation groups compared to the other groups; Respondents by economic groups for the same attribute, however, showed strong diminishing trend from (52%) for the poor to (30%) for the rich. Strangers committing crime was 26% in Model Thanas, 24% in Non-Model and 33% in Comparison Thanas. Though there was some variability among respondents in other groups, there was no appreciable trend among the groups except for the economic categories showing a definite trend with 26% for the poor to 32% for the rich. Table 3.8 also demonstrates that crime committed by the drug addicts were higher in rural areas (20%) than in urban areas (10%); there were differences among the respondents regarding crimes committed by the drug addicts. Area-wise there was significant difference among the drug addicts. Crimes committed by the drug addicts were reported to be 12% in the Model Thanas and 15% and 14% in the Non-Model and Comparison Thanas respectively.

Table 3.8: Perpetrators of the Crimes Inflicted upon the Household Members

Perpetrators	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Strangers/Outsiders	27.2	26.1	23.7	33.3	23.2	28.7	26.2	28.3	25.7	28.4	32.0
Neighbours	48.3	46.9	50.2	49.5	51.1	47.3	50.1	46.4	52.0	48.0	30.0
Peer group/Friends	2.5	2.8	1.9	2.5	2.1	2.6	2.3	2.8	1.5	4.0	4.0
Relatives	0.7	0.7	0.9	0.5	0.9	0.7	0.5	1.0	0.6	1.3	0.0
Mastans	3.1	2.1	4.2	4.0	6.0	2.0	2.3	4.0	4.1	1.8	1.0
Drug addict	13.2	11.9	15.3	13.6	21.5	10.0	12.2	14.3	14.7	14.2	3.0
Juvenile	7.5	10.3	4.2	5.1	3.9	8.9	8.1	6.8	4.8	7.6	21.0
Influential person	9.9	10.3	8.8	10.1	6.9	11.0	11.7	7.8	6.8	13.8	17.0
Unemployed	1.9	1.9	3.3	0.5	0.9	2.3	1.1	2.8	0.8	3.1	5.0
Organized crime groups	5.7	4.9	7.4	5.6	7.3	5.1	5.2	6.3	5.4	6.7	5.0
Domestic aides	1.2	1.6	0.0	1.5	0.4	1.5	1.4	1.0	0.8	2.2	1.0
Frustrated Lovers	5.6	7.0	5.1	3.0	4.7	5.9	5.9	5.3	4.4	5.8	11.0
Others	5.5	7.0	4.7	3.0	1.7	6.9	6.8	4.0	5.4	4.4	8.0
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	842	429	215	198	233	609	443	399	517	225	100

3.8   Victims Seeking and Receiving Assistance

Approximately 15% of the respondents of the households had members victimized during the last two years. Of them 63% sought some form of assistance; assistance sought was highest in Non-model Thanas (73%), lowest in Model Thanas (58%) and 65% in Comparison Thanas. About three-fifths (76%) of the rural respondents compared to 58% of the urban respondents reported seeking assistance. Differences between respondents by gender and by education groups regarding assistance sought were not relatively wide. The elderly (age 45 to 60 years old) respondents reported seeking assistance higher- about 70% while the same in other age groups was around 60%. Respondents among housewives and students appeared to be relatively shy in seeking assistance though there was appreciable variability among respondents of other occupations in reporting assistance sought after victimization. By economic groups while nearly two-thirds of respondents of poor (66%) and middle class (64%) reported seeking assistance about 50% of the respondents of rich category reported the same after victimization.

Graph 9: Household Sought Assistance

No, 36.7   Yes, 63.3   Comparison 65.2   Model 57.6

While 63% of respondents with household members victimized sought assistance 39% of the respondents reported to have received assistance after victimization. About a-third (34%) of the respondents both in Model and Comparison Thanas reported receiving assistance while more than half (54%) of the respondents the
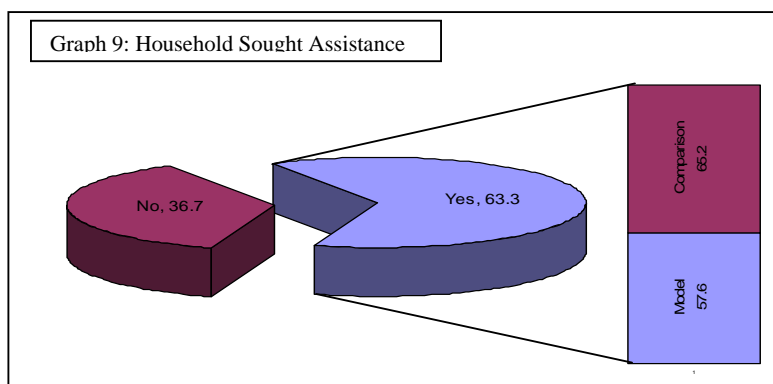
same in Non-Model Thanas. Reported receipt of assistance was higher in rural areas (51%) than in urban areas (35%). Nearly two-fifths of the respondents of poor (40%) and middle class (42%) groups reported to have received assistance compared to only 30% of the respondents in rich category reported the same. Elderly respondents, as stated earlier sought assistance in higher proportion, received assistance also in higher proportion. There was appreciable variability among respondents regarding the attribute in other groups also.

The main sources of assistance received by victimized household members were the police (63%), followed by community (formal and informal) leaders (46%) and lawyers (22%). By area assistance received from the police was 58% in Model Thanas, 68% in Non-Model Thanas and 63% in Comparison Thanas. Situation with regard to receipt of assistance was slightly better in Non-model and Comparison Thanas compared to Model Thanas. Reported police assistance received was higher in rural areas (69%) than that in urban areas (59%) and that reported by female respondents (65%) was higher than that reported by male respondents (61%). Assistance received from the police as reported by respondents of poor economic group (55%) was lower than that reported by the rich economic group. There were substantial differences among respondents of subgroups within almost all groups or categories of respondents. However, it appears that respondents of the retired/aged, the students and big business were the beneficiaries of receiving relatively much higher police assistance. It indicates that age, money and peer pressure (student community in mobilising assistance from police.

Table 3.9: Sources of Assistance Received

Indicators	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Police	62.6	57.9	68.4	62.7	68.6	59.2	60.7	64.7	54.6	76.6	73.3
Lawyers	22.2	19.3	23.1	26.9	25.4	20.4	19.7	25.0	21.0	23.4	26.7
Community leaders, councillors, UP chair/ members	45.9	51.0	44.4	37.3	45.8	46.0	43.4	48.7	49.3	40.4	40.0
Medical service providers	4.9	2.8	6.8	6.0	6.8	3.8	4.6	5.1	4.9	4.3	6.7
NGO/human rights organizations	0.9	0.0	2.6	0.0	2.5	0.0	0.0	1.9	1.5	0.0	0.0
Others	15.2	16.6	14.5	13.4	11.9	17.1	16.2	14.1	19.0	7.4	13.3
No answer	0.9	0.7	1.7	0.0	0.8	0.9	1.2	0.6	1.5	0.0	0.0
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	329	145	117	67	118	211	173	156	205	94	30

Assistance received from community leaders including local elected leaders of Union Parishad/Ward councillors was highest in the Model Thanas (51%), followed by Non-Model Thanas (44%) and Comparison Thanas (37%). Assistance received by the victimized household members in urban-rural areas was even at 46%. Female respondents reported higher proportion (48%) of assistance received from community leaders than their male counterparts (43%). Over half (52%) of the elderly respondents reported receiving assistance from the community, compared to 44% and 33% respondents in the other age groups. By education reported assistance from the community leaders shows a decreasing trend from 60% for the respondents with no education to 24% for the HSC group, with the higher educated reporting 38%. Respondents by occupation groups show wide variation regarding assistance received from community leader ranging from 35% to 80%.

Assistance received from the lawyers was lowest in Model Thanas (19%) compared to the same in Non-Model (23%) and Comparison (27%) Thanas. A fourth (25%) of the rural respondents compared to a-fifth (20%) of the urban respondents reported assistance from the lawyers; the situation was reversed by gender where a-fourth (25%) of the male respondents compared to a-fifth (20%) of the female respondents reported assistance from the lawyers. Assistance received shows an increasing trend by economic category where reported assistance stood at 21% for the poor respondents, 23% for the middle group respondents and 27% for the rich respondents. Reported assistance from the lawyers shows inferences by education and occupation of the respondents. Respondents with no education reporting relatively much higher level (36%) of assistance received by victimized persons from the lawyers.

3.9   Type of Assistance Received by the Victims

More than half of victimized persons (55%) reported police to have received assistance; receipt of legal aid and financial assistance were reported by approximately 30% and 10% respectively. Police assistance received by just over half (51%) of victimized persons receiving assistance in the Model Thanas, 64% in the Non-Model Thanas and 48% in the Comparison Thanas. Rural respondents reported higher police assistance (62%) than that by urban respondents (51%). Police assistance received by male and female respondents was closer, 56% and 54% respectively. There are differences among respondents who received Police assistance by age, education and occupation 26% of the victimized household members received legal Aid in the Model Thanas compared to 33% in the other two areas i.e., Non-Model and Comparison Thanas. Legal aid received by rural and urban respondents were very close though legal aid reported by female respondents (34%) was higher than their male counter part. There were differences among respondents within other categories though there was no noticeable trend among the respondents in any characteristics. Financial assistance received by the victims of crime was 13% in Model Thanas, 10% in Non-Model Thanas and about 5% in Comparison Thanas. There was relatively much less variation in receiving financial assistance on the basis of locality gender and economic categories except those in the rich category.

Table 3.10: Type of Assistance Received

Type of Assistance	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Legal aid/ counselling	29.6	25.7	32.5	32.8	30.5	29.0	25.6	34.0	29.3	31.2	26.7
Financial/Compensation	10.1	12.5	10.3	4.5	10.2	10.0	9.9	10.3	10.2	8.6	13.3
Police assistance	55.2	51.4	64.1	47.8	61.9	51.4	54.1	56.4	47.8	67.7	66.7
Medical assistance	1.8	0.7	4.3	0.0	4.2	0.5	0.6	3.2	1.0	3.2	3.3
Shelter	2.7	0.7	4.3	4.5	5.1	1.4	1.7	3.8	2.9	3.2	0.0
Others	30.8	29.9	29.9	34.3	28.0	32.4	29.7	32.1	37.6	19.4	20.0
No answer	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	329	145	117	67	118	211	173	156	205	94	30

3.10   Prevention of Crime

Police use increased patrolling (50% to 63%) followed by maintenance of records of known criminals (38% to 47%) and keeping track of criminals (30%) for prevention of crime in the locality. Other measures for crime prevention reported were prompt action (12% to 16%), bringing the criminals under legal jurisdiction (8% to 10%), periodic meeting and contact with community (8% to 12%), Introducing community policing (7% to 11%) and providing support to victims of crime (8/9%). Partnership between police and community was reported by 5% of the respondents. Differences between respondents of various groups on the attribute were not very large.

Table 3.11: Steps Police Usually Takes to Prevent Crime

Steps	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa- rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Increased patrolling in the area	59.6	63.3	58.8	49.7	63.5	58.0	64.0	55.2	56.0	64.0	71.4
Keeping record of the known criminals	41.1	39.2	46.5	37.5	47.9	38.2	43.5	38.7	38.7	44.0	48.7
Keeps tract of the criminals	30.5	30.0	31.2	30.8	36.9	27.7	32.9	28.1	28.0	35.9	33.4
Periodic meetings/keeping close contact with community	9.4	7.8	10.8	12.0	10.8	8.8	10.6	8.2	9.7	9.7	7.5
Introduce community policing	7.9	6.9	8.1	10.6	8.6	7.6	9.6	6.2	7.4	8.5	9.4
Police community partnership	5.2	4.9	5.6	5.5	6.5	4.7	6.2	4.3	5.5	4.9	4.3
Providing immediate support to the victims	8.7	9.2	8.3	7.6	10.9	7.7	8.2	9.1	8.0	10.0	9.8
Taking prompt actions to conduct investigations	13.3	11.6	15.5	14.7	14.5	12.8	12.9	13.7	13.2	12.5	15.2
Bringing criminals under legal jurisdiction	8.7	9.7	7.8	7.5	9.3	8.5	9.1	8.4	8.7	8.5	9.5
Others	4.7	5.3	3.6	4.5	1.6	6.0	4.8	4.5	4.5	5.3	4.5
No answer	10.5	9.2	10.0	15.5	7.2	12.0	9.1	11.9	12.8	6.7	5.2

In response to the query if police asked for community support for crime prevention only 6% respondents across all areas responded in affirmative. Of those who responded in affirmative regarding police asking for support 71% to 80% (across all areas) reported that people cooperated with police in their crime prevention effort. There were no large differences between respondents of various groups on both support asked for and cooperation received by police for crime prevention.

Table 3.12: Community Support Sought by the Police to Prevent Crime

Answer	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	6.2	6.0	6.2	6.9	6.7	6.0	7.9	4.5	5.6	7.7	6.5
No	93.8	94.0	93.8	93.1	93.3	94.0	92.1	95.5	94.4	92.3	93.5
Yes	76.8	77.1	79.5	71.4	78.3	76.0	80.5	70.1	76.0	80.7	70.5
No	23.2	22.9	20.5	28.6	21.7	24.0	19.5	29.9	24.0	19.3	29.5

3.11 Partnership to prevent/curb Crimes

An overwhelming majority of the respondents (81%) felt that the police need to work with in cooperation or collaboration with other organizations or agencies, such as, community organizations, civil society, local government and community representatives, media, etc. About 82%, 76% and 89% of the respondents from Model, Non-Model and Comparison Thanas respectively lent their support to idea that police work in cooperation with others. About 9% in Model, 15% in Non-Model, 6% in Comparison and overall 10% felt the opposite way; the rest had no opinion in the matter.

Table 3.13: Opinion on the Necessity of Police to Work with Others to Prevent Crimes

Police Need to Work with Others for Prevention of Crimes	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	81.4	82.0	75.9	89.4	77.7	83.0	84.5	78.4	79.4	85.3	85.0
No	10.1	8.6	14.9	6.4	14.2	8.3	9.6	10.6	10.7	8.9	9.2
Don't know	8.5	9.4	9.2	4.2	8.1	8.6	5.9	11.0	9.9	5.8	5.8

Of those who felt that police should work in cooperation with others, 63% felt police should cooperate with the community, 46% thought police work with civil society and 33% felt police do operate with local government representatives; the view that police work with community was 61%, 63% and 67%, with civil society was 41%, 60% and 38% and with local government representatives was 33%, 31% and 32% respectively in Model, Non-Model and Comparison Thanas. Respondents for cooperation with other ministries was 15%, with NGOs 11% and Media 10%, while that for educational institutes, agencies associated with justice department and business community was 5 to 7 percent. Need to cooperate with other government agencies was 18% in Model, 6% in Non-Model and 19% in Comparison Thanas.

3.12 Awareness about Community Policing Forum

Less than a third (28%) of the respondents were aware of the existence of the Community Policing Forum. Knowledge of the Community Policing Forum among the respondents was overall 28%, 28% in Model, 18% in Non-Model and 43% in Comparison Thanas. There were considerable differences among the respondents' groups about the community forum; barely 4% of the ethnic minority knew about it. Those who knew about the existence of police forum, 60% perceived it was to make people aware of crime and preventive measure,

Table 3.14: Knowledge about Existence of Community Policing Forum

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	28.3	29.4	18.1	42.8	21.3	31.3	32.5	24.1	26.9	31.7	29.4
No	71.7	70.6	81.9	57.2	78.7	68.7	67.5	75.9	73.1	68.3	70.6

47% felt it was to initiate arbitration at local level, 30% felt it was to keep police informed of crime and 26% thought it was to motivate people to report incidence of crime to the police. About 15% of the respondents thought police forum was enhance access to justice and legal aid, 12% perceived it was to strengthen police action and 6% thought it was to create local group to prevent crime.

3.13   Victimization of Male and Female

As to the reported male-female victimizations it appears that 78% of respondents felt poor males are prone to frequent victimization compared to 59% and 21% of the respondents who felt the same way about middle income and rich males. Regarding female victimization, 64%, 42% and 14% of the respondents thought poor, middle income and rich females were prone to frequent victimization. Relative variations among the respondent groups regarding the tribute were modest.

3.14   Victim Support Organizations (VSOs)

Less than a-tenth (9%) of the respondents were aware of the existence of Victim Support Organizations (VSO), 41% were not and 50% did not know about it at all. About 11% of the respondents in Model Thanas compared to 8% in Non-Model and 4% in Comparison Thanas were aware of the existence of any victim support organization.

Table 3.15: Awareness of Existence of Victim Support Organization in the Locality

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	9.0	11.0	8.4	3.9	5.6	10.5	9.4	8.6	6.2	12.8	17.2
No	41.1	33.2	49.7	50.5	51.7	36.6	42.4	39.9	44.6	38.4	27.2
Don't know	49.9	55.8	41.9	45.6	42.7	53.0	48.2	51.6	49.3	48.8	55.6

Of the respondents who were aware of existence of VSOs, 20% said that the victims were referred to VSO; 21% informed negatively - not referring to VSO and the rest did not know about the matter. Proportionately more rural male and ethnic minority respondents reported referral of victims to VSO. About 19% in Model compared to 25% in Non-Model and 13% in Comparison Thanas of respondents were aware referring victims to VSO.

Table 3.16: Awareness of Victims Referred to Support Organizations

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	537	346	151	40	101	436	281	256	240	181	116
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	20.3	19.1	25.2	12.5	25.7	19.0	20.6	19.9	21.7	21.5	15.5
No	21.0	20.8	23.8	12.5	27.7	19.5	20.6	21.5	27.9	18.2	11.2
Don't know	58.7	60.1	51.0	75.0	46.5	61.5	58.7	58.6	50.4	60.2	73.3

Of those who reported that victims were referred to VSOs, 53% stated that the victims were female, 4% stated that persons referred were male, 7% reported that both male and female victims were referred to VSO; rest did not know about persons referred to VSO.

Table 3.17: Type of Victims Referred to the Victim Support Organizations

Type of Victim	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	109	66	38	5	26	83	58	51	52	39	18
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Female victim	52.7	51.9	58.8	20.0	45.5	55.1	58.7	46.7	36.2	75.9	60.0
Male victim	4.4	0.0	5.9	40.0	9.1	2.9	4.3	4.4	2.1	6.9	6.7
Both	6.6	11.5	0.0	0.0	0.0	8.7	10.9	2.2	2.1	10.3	13.3
None	2.2	1.9	2.9	0.0	4.5	1.4	0.0	4.4	2.1	3.4	0.0
Don't know	34.1	34.6	32.4	40.0	40.9	31.9	26.1	42.2	57.4	3.4	20.0

3.15   Type of Weapons used in Committing Crimes

About 70% of the respondents stated that they knew the type of weapons used in crimes, 11% stated that they did not know and 19% had no idea of weapons used in committing crime. Awareness about type of weapons being used in committing crime was 70% in Model, 62% in Non-Model and 86% in Comparison Thanas. Awareness of the type of weapons was higher among male and big business respondents; it also showed an increasing trend economic category – 67% for the poor to 82% for the rich.

Table 3.18: Awareness of Weapons Being Used by Criminals

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	70.4	69.9	62.2	86.3	65.9	72.4	71.7	69.1	66.7	75.1	81.6
No	10.6	9.6	14.9	5.7	14.7	8.8	11.9	9.2	12.0	8.5	6.4
Don't know	19.0	20.4	22.8	8.0	19.4	18.9	16.4	21.7	21.2	16.4	12.0

Of those who knew about weapons used in crimes, 4% mentioned fire-arms, 61% traditional weapons and 34% both fire-arms and traditional weapons.

B. INVESTIGATION, OPERATION AND PROSECUTION

3.16   Level of Satisfaction with Assistance Received

Majority of the respondents was highly satisfied with regard to medical services (98%) with legal aid/counselling (78%), financial compensation (91%), medical services (98%) and shelter provided (98%) with the exception of police assistance. Only 50% of respondents were highly satisfied with police assistance. Overall reported satisfaction, i.e., "highly satisfied" and "satisfied" together were 94% with legal aid, 98% with financial compensation, 99% with medical services and almost 100% with shelter provided while the same figure with regard to police assistance again was trailing behind at 82%. Overall satisfaction reported in the Model Thanas with legal aid (97%), financial compensation (97%), medical services (100%), shelter (99%) and police assistance (89%). The corresponding overall satisfaction reported in Comparison Thanas were legal aid (87%), financial compensation (100%), medical services (100%), shelter (100%) and 76% for police assistance. There were differences, noticeable and small, among the respondents by various characteristics - groups reporting satisfaction level with assistance received by victimized household members.

3.17   Reporting Crime to the Police

Nearly a-fifth (19%) of the members of households felt the need to contact the police but only about a-tenth (11%) did actually contact the police during the last two years. Reported contact with police 12% in Model Thanas, 11% in Non-Model Thanas and 10 % in Comparison Thanas. Contact with police in general varied around 11% with respondent groups; respondents of ethnic minority (tribal) groups reporting lowest (4%) contact with police. Contact with police show

Graph 10: Households contacted police for any reason in the last two years

an increasing trend by level of education of the respondents starting at 8% for the group with no education to 19% for those with higher educated (graduate and over) group.

Graph shows the level of reporting of crimes to the Police by male and female victims. About 6% of male

Graph 11: Opinion on proportion of victims generally report to the police

(all) victims all victims and 31% of male (most) victims most of the victims, all together 37% reported to the police in Model Thanas. Comparable reporting by the female victims were 3% and 11% respectively, bringing the total to 14% in Model Thana. The sub total in
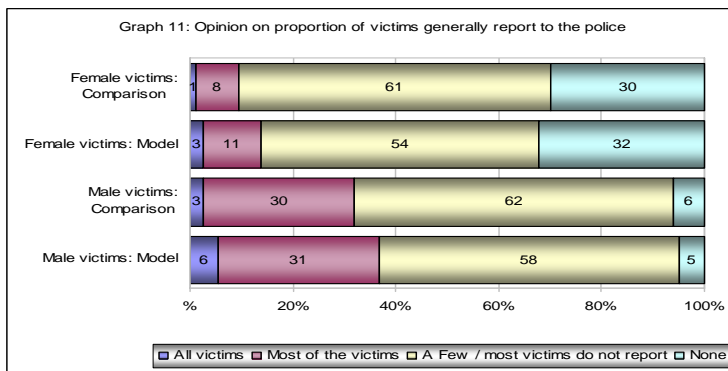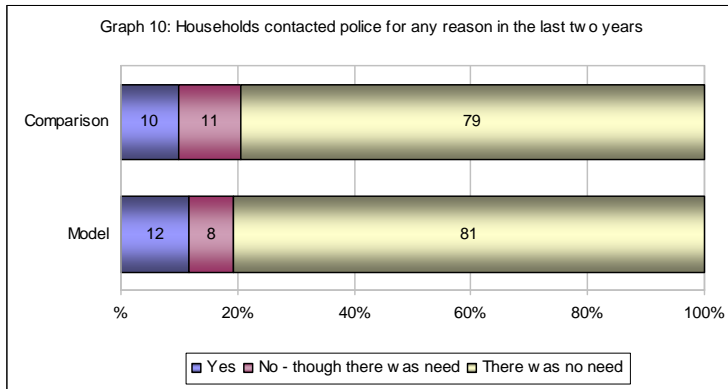
Comparison Thana for male and female were 33% and 9% respectively. Thus 63% of the male victims and 86% of the female victims virtually do not report to the police. Reporting by Reporting by both male and female victims of crime was higher in Model Thanas than Non-Model and Comparison Thanas. There are differences between the respondents by groups within various characteristics regarding reporting crimes by both male female victims. Noticeable increasing trend appear to exist among respondents with no education to respondents with higher education. Ethnic minority respondents felt reporting crime to the police by both male and female victims were very low, 8% (compared to 37% for all areas) for the former and less than a percent (0.4% compared to 11% for all areas).

About a-tenth of the respondents (11%) had contact with the police during the last two years. Reasons for contact with the police are shown in Table 3.19. Of those who had contact with the police 39% contacted police to report personal victimization, 6% family members and 4% relatives. About 17% of the respondents contacted police to report crime in the locality, while another 7% reported law and order situation of the locality to the police. Just over a-tenth (12%) wanted to know about on-going investigation from the police. Overall reporting of victimization, personal, family members and relatives was lower in Model Thanas (43%) compared to that in Non-Model (52%) and Comparison (60%) Thanas. Reporting crime and law and order situation in the locality was 25% in Model Thanas, 20% in Non-Model Thanas and 27% in Comparison Thanas respectively. Regarding contact with police to get information about on-going investigation there was non-noticeable differences between Model, Non-Model and Comparison Thanas. There were significant and non-significant differences between the respondent by rural-urban, gender, age as well as by other characteristics related to reasons for contact with police.

Table 3.19: Reasons for Contact with Police

Reasons	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
Report about crime occurred in the locality	16.7	17.3	14.4	18.8	15.1	17.4	18.5	14.4	15.5	17.8	20.0
Report about crime being personally victimized	39.2	34.1	44.3	47.5	45.9	36.2	40.4	37.5	41.0	37.7	34.1
Report about crime against family members	5.7	5.1	4.6	9.9	4.9	6.1	4.5	7.4	7.0	5.2	1.2
Report about crime against relatives	3.5	4.1	2.6	3.0	2.9	3.7	3.7	3.2	3.1	3.7	4.7
Report law and order situation of the locality	7.1	7.6	5.7	7.9	7.3	7.0	6.3	8.1	7.5	6.8	5.9
Seek information for on-going investigations	11.9	11.4	13.4	10.9	13.7	11.1	9.0	15.8	12.4	9.4	15.3
Others	25.2	28.2	25.3	13.9	18.5	28.1	25.3	24.9	23.5	25.1	32.9
No answer	0.8	0.8	0.5	1.0	0.5	0.9	0.5	1.1	0.8	0.0	2.4
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	664	369	194	101	205	459	379	285	388	191	85

Visiting the police station personally was the most common way of reporting crime to the police, distantly followed by sending someone else to the police station. About 77% and 16% of the respondents respectively mentioned these means of reporting crime while less

than 5% of the respondents used other means of reporting. The opinions did not differ substantially across the various groups of respondents by geographical area and by other characteristics.

Table 3.20: Report Filing Procedures to the Police

Report Filing Procedure	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Personally went to the police station	77.5	79.2	73.1	79.3	74.9	78.8	82.0	71.5	76.8	77.6	80.7
Sending someone else to the police station	16.3	14.0	23.4	11.5	20.4	14.2	12.4	21.5	15.8	16.8	17.5
Through telephone	4.0	5.3	2.8	2.3	1.8	5.2	5.7	1.9	4.0	4.2	3.5
Sending letter	0.4	0.4	0.7	0.0	0.6	0.3	0.4	0.5	0.7	0.0	0.0
Through other agency	0.6	0.4	1.4	0.0	0.6	0.6	0.4	0.9	0.7	0.0	1.8
Calling the police to the place of occurrence	4.2	4.9	3.4	3.4	4.2	4.2	3.5	5.1	4.4	4.9	1.8
Others	1.2	1.1	0.0	3.4	0.6	1.5	0.7	1.9	1.7	0.7	0.0
Never reported	0.6	1.1	0.0	0.0	0.0	0.9	0.7	0.5	1.0	0.0	0.0
No answer	2.6	2.3	2.1	4.6	1.8	3.0	2.1	3.3	2.7	1.4	5.3
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	497	265	145	87	167	330	283	214	297	143	57

3.18   Response of the police to complaints

Police action, on receipt of complaints during the last 2 years, were making GD (72%), recording FIR (27%), investigating/arresting the accused (30%), visiting place of occurrence (29%), recording statement of the accused (16%), statements of the witnesses(13%), investigating suspected local criminals (12%), recording detail proceedings/sketching place of occurrence and collecting evidences of crime (each 1%) (see Table 3.21). Entering GD in the Model Thanas was higher than that in Non-Model Thanas and at same level with Comparison Thanas. Recording FIR, investigating/apprehension of the accused, recording statement of the accused and investigating suspected criminals were lower in the Model Thanas than the other two areas- Non Model and Comparison Thanas. Visiting the place of occurrence of crime and taking statements of witnesses in Model Thanas were higher compared to the Comparison Thanas but lower than the Non-Model Thanas. There were considerable differences in reported police actions by urban-rural, male-female, and other characteristics of the respondents.

Table 3.21: Police Action after Receipt of Information of the Crime

Type of Action	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
Makes GD (General Diary) entry	71.7	75.1	63.9	74.3	65.9	74.3	69.7	74.4	65.7	76.4	88.2
Records FIR	26.7	20.6	35.6	31.7	35.6	22.7	28.2	24.6	29.4	25.7	16.5
Starts investigation incl. apprehension the accused	30.1	23.6	42.3	30.7	38.5	26.4	27.7	33.3	33.5	26.7	22.4
Records statement of the accused	16.3	13.6	17.5	23.8	17.6	15.7	15.0	17.9	18.3	13.1	14.1
Investigates suspected local criminals	12.3	10.8	14.9	12.9	15.1	11.1	13.2	11.2	11.9	14.1	10.6
Visits place of occurrence of the crime	29.4	27.9	36.1	21.8	38.0	25.5	29.3	29.5	31.4	25.7	28.2
Takes statement of witnesses	13.0	12.7	16.0	7.9	14.6	12.2	12.7	13.3	15.7	10.5	5.9
Collects evidences of crime	1.1	1.4	1.0	0.0	1.0	1.1	1.3	0.7	1.3	0.5	1.2
Records detail proceedings, sketch place of occurrence	1.4	2.2	0.5	0.0	1.0	1.5	1.6	1.1	1.0	2.1	1.2
Others	4.4	4.3	4.6	4.0	3.4	4.8	5.0	3.5	4.9	3.7	3.5
Did nothing	0.9	0.8	1.5	0.0	1.5	0.7	1.1	0.7	1.3	0.5	0.0
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	664	369	194	101	205	459	379	285	388	191	85

As to level of satisfaction it was found that, highly satisfied (5%) and satisfied (48%) with police response to contact or filing complaint with police in the last two years. Total satisfaction was higher in Model Thanas (61%) than that in Non-Model (51%) and Comparison (30%) Thanas. There were differences among rural and urban, among male and female and among respondents in other groups related to level of satisfaction with police response. Overall dissatisfaction reported by the respondents was 47%, of which 7% were highly dissatisfied. Level of dissatisfaction varied widely with unemployed respondents expressing highest level of dissatisfaction (70%) followed by respondents engaged in agriculture (59%).

3.19 Lodging GD/FIR and related issues

Nearly two-thirds of the respondents (65%) did not seem to have any problem in lodging GD or FIR with the police stations as opposed to 29% who reported to have GD and FIR. Some 27% of the respondents in Model Thanas, compared to 44% in Comparison and 23% in Non-Model Thanas reported to have faced problem in lodging GD and FIR. More urban (31%) and male (31%) respondents appeared to have difficulty in lodging GD/FIR than their rural (23%) and female (27%) counterparts respectively. Views on difficulty in filing GD/FIR did not differ by large margins among other respondent groups.

Graph 12: Difficulties Faced in Lodging GD/FIR with the Police Station
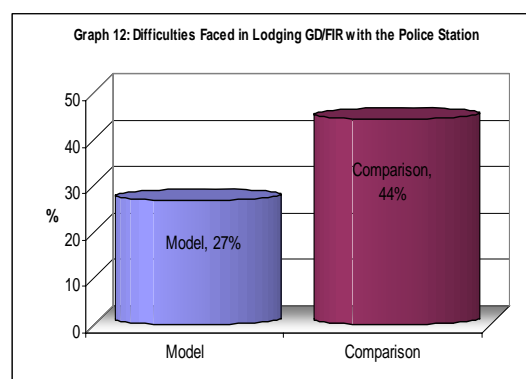
The most common problem reported by three quarters of the respondents (74%) in lodging GD or FIR was that the police sought money (Illegal incentive). Police were busy and did not have time to listen to or influencing and discouraging was reported by 27% and 9% respectively of the respondents as difficulties in filing GD/FIR. Illegal incentive sought was reported by 26% and 25% fewer respondents in the Model Thanas compared to the Comparison and Non-Model Thanas indicating better situation in the Model Thanas. The other minor reasons mentioned include creating unnecessary complications and delays (8%), non-availability of concerned person (6%) and complex form and non-cooperation from police (2%). Non-availability of concerned person was 9% in Model Thanas compared to 4% in Non-Model and barely 1% in Comparison Thanas, while creating unnecessary problem reported was 5% in Model Thanas, 6% in Non-Model and 15% in Comparison Thanas. Differences between the respondents by characteristics and groups reporting difficulties in filing GD/FIR were modest.

Table 3.22: Difficulties Faced in Lodging GD/FIR

Type of Difficulties	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
Police were busy and no have time to listen	27.5	23.2	45.1	19.2	31.3	26.3	29.2	25.7	22.3	36.0	36.7
Concerned person not available	5.6	9.1	4.0	0.7	1.4	7.0	8.9	2.0	3.5	7.2	12.8
Forms are complex and police did not help	1.5	1.3	2.9	0.4	0.9	1.6	1.2	1.7	1.3	1.2	2.8
Influencing or discouraging not to lodge complaint	9.3	8.7	5.0	14.4	5.5	10.5	9.2	9.4	10.0	8.4	7.3
Sought Illegal incentive/money	73.8	61.1	85.0	87.2	90.0	68.5	73.2	74.4	74.0	73.8	72.5
Created unnecessary complications and delays	8.0	5.3	5.9	14.8	6.4	8.5	8.6	7.3	8.2	8.9	5.0
Others	9.9	19.0	1.9	0.4	1.2	12.8	9.7	10.2	11.4	7.5	7.3
No answer	1.2	1.4	1.0	1.1	0.9	1.3	1.1	1.4	1.4	1.4	0.0
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	1,721	848	421	452	422	1,299	911	810	1,075	428	218

The survey tried to identify reasons for not lodging GD or FIR. The main reasons for not filing GD/FIR were failure to pay Illegal incentive (19%), being poor (12%) and lack of influence (10%); other reasons stated or not filing complaint were political influence (4%), being a female (3%) and police were busy (2%). Failure to pay Illegal incentive (7%), being poor (4%) and lack of influence (5%) were lowest in Model Thanas compared to those of 19%, 21% and 10% in Non-Model and 45%, 12% and 21% in Comparison Thanas respectively. Reasons for not filing complaints were varying among respondents by urban-rural, male-female and by other characteristics. Filing no GD/FIR by ethnic minority because

of failure to pay Illegal incentive (23, being poor (55%), lack of influence (12%) and being a female (16%) were much higher than their Bengali counterparts.

Table 3.23: Reasons for not Filing GD/FIR

Reasons	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
Being poor	11.5	4.3	20.7	12.0	10.1	12.1	10.1	12.8	11.3	11.1	15.6
Being a female	3.3	2.0	6.4	1.0	2.5	3.7	2.5	4.1	3.3	2.8	5.7
Lack of influence	9.9	5.1	10.0	21.0	9.3	10.1	8.9	10.7	9.1	10.8	16.4
Police was very busy	2.4	2.7	1.8	2.8	1.7	2.7	2.5	2.4	1.8	3.3	7.4
Not an adult	1.5	2.2	1.0	1.0	1.2	1.7	1.3	1.7	1.5	1.0	4.1
Due to political influences	4.4	3.0	6.4	4.3	6.6	3.5	4.7	4.2	4.2	4.5	6.6
Failure to pay Illegal incentive	18.8	7.3	19.3	45.3	16.8	19.6	18.3	19.3	17.1	22.2	30.3
No answer	61.2	85.7	43.1	35.5	48.0	66.5	62.4	60.1	62.9	58.2	48.4
Other	11.5	4.7	24.8	3.8	29.0	4.5	11.9	11.1	12.1	9.8	9.8
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	2,067	946	721	400	594	1,473	963	1,104	1,548	397	122

3.20   Time to Report Crime and Start of Police Investigation

The average time taken to report a crime to the police was 23 hours. Nearly half (49%) of the respondents said that crime occurrences were reported within 3 hours, upto three quarters (73%) of the respondents felt crime occurrences were reported within a day and an additional 9% of the respondents said that it took 2 days or more to report occurrences and the remaining 18 of the respondents could not provide an appropriate time about the attribute. Mean hours of reporting crime incidences was highest in Model Thanas (34 hours) compared to that in Comparison Thanas (10 hours) and Non-Model Thanas (12%); and was lower in urban areas, for male respondents as well as for economically well off and educated respondents .

Table 3.24: Time Taken to Report to the Police and Follow up Action

Indicators	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
Reporting the crime to police											
Mean hours	23	34	12	10	39	16	17	29	29	12	12
Within 3 hours	49.3	44.3	50.6	62.6	57.8	45.7	50.4	48.3	47.5	54.6	48.7
3-6 hours	9.0	11.0	6.8	6.7	9.4	8.8	8.6	9.4	7.8	9.3	15.2
6-23 hours	2.5	3.1	1.9	1.9	3.2	2.3	3.1	1.9	2.3	2.7	3.9
1 day	11.8	11.8	15.4	5.6	11.2	12.1	11.2	12.5	11.3	11.9	14.6
2 and above days	9.2	9.2	10.2	7.4	10.3	8.7	10.7	7.7	10.0	7.8	7.1
Can't remember	18.1	20.6	14.9	15.9	8.0	22.5	16.1	20.1	21.0	13.7	10.5
Police arriving after receiving complaint											
Mean hours	18	19	20	11	17	18	18	18	19	16	19
Within 3 hours	42.4	41.6	37.5	53.5	48.1	39.9	43.6	41.3	40.2	45.2	49.0
3-6 hours	10.6	10.5	10.6	10.9	12.8	9.6	11.0	10.2	10.4	11.0	10.9
6-23 hours	4.3	4.7	3.9	3.5	5.3	3.8	4.5	4.1	4.0	4.1	6.1
1 day	12.0	13.0	14.3	5.2	11.8	12.2	11.4	12.7	11.8	13.4	10.7
2 and above days	12.2	10.5	16.7	9.2	13.7	11.5	13.3	11.1	12.7	11.3	11.2
Can't remember	15.9	17.9	12.3	16.1	6.8	19.9	13.6	18.1	18.4	12.6	8.5
Never visited the place of occurrence	2.6	1.7	4.7	1.6	1.5	3.1	2.6	2.6	2.5	2.3	3.6
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673

Table 3.24 also reveals that the average time taken by the police to reach the crime spot after receipt of information was 18 hours; average time taken to visit the place of crime occurrence was 19 hours in Model Thanas, 20 hours in Non-Model Thanas and 11 hours in Comparison Thanas.

Just over two-fifths of the respondents mentioned that the police reached the crime place in 3 hours while 69% mentioned that it took upto a day to reach the crime spot. About 3% of the respondents said the police never visited the place of crime occurrence; the remaining 16% could not confirm if the police visited the place of occurrence at all. Police visited the crime spot within 3 hours was reported 42% of the respondents in Model Thanas, 38% in Non-Model and 54% in Comparison Thanas. Of the total respondents, nearly 70% in Model Thanas, 76% in Non-Model Thanas and 74% in Comparison Thanas reported that it took a day for police to visit the place of crime occurrence. Only 17% and 4o% of the ethnic minority respondents compared to 42% and 69% of all respondents respectively reported that police took 3 hours and upto a day to visit the place of crime occurrence; also average time taken by police arrive at the place of crime reported by the ethnic minority respondents was 25 hour, approximately 25% higher than average time for all areas. Reported variation in time elapsed before police response by other characteristics of the respondents was not substantial.

Table 3.25 shows the time spent by the police for investigation at the place of crime occurrence. More than half (55%) of the respondents felt that police spent sufficient time for investigating at the crime spot while about a quarter (23%) felt time spent by police at the

crime spot was less than adequate; less than a-tenth (8%) said that police hardly spent any time implying spent insufficient time at crime spot. Respondents by type of area reporting sufficient time spent for investigation were close with Model Thanas reporting highest at 56%. More rural (63%) and male (57%) respondents reported that police spent sufficient time on investigation than their urban (51%) and female (53%) counterparts respectively. Ethnic minority respondents in much lower proportion felt police spent sufficient time (28%) or adequate time (19%) on investigation. Variability among respondents by other characteristics on the two attributes was not noticeably wide.

Table 3.25: Time Spent by the Police at Place of Occurrence

Opinions	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Spent sufficient time	54.9	55.8	53.3	54.7	63.3	51.2	57.1	52.7	54.0	57.0	55.3
Spent less than adequate time	23.3	19.3	28.4	27.0	27.7	21.4	25.2	21.5	22.0	24.6	28.2
Hardly spent any time	8.1	6.7	10.5	8.0	8.4	7.9	8.8	7.4	7.9	9.0	7.4
Can't say	11.0	12.7	9.0	9.0	5.6	13.3	7.5	14.4	12.4	8.8	7.2
Others	1.6	1.9	1.7	0.4	0.7	2.0	1.7	1.5	1.8	1.2	1.3
Never visited the place of occurrence	2.6	1.8	3.8	2.7	0.7	3.4	2.3	2.8	3.0	1.7	2.0
No answer	3.3	5.9	0.5	0.3	0.2	4.7	3.3	3.3	4.4	1.6	0.6
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673

3.21 Investigation Process of the Police

As it appears from the following table about two-fifths (41%) of the respondents felt police investigation was impartial and an equal number (40%) felt that police were influenced by payment of money. Police acted with indifference was reported by 18% of the respondents followed by 13% reporting police behave in favor of the victim and 11% reporting police favoured someone other than the victim. Police was impartial reported highest (44%) in Model Thanas compared to 37% in Non-Model and 39% in Comparison Thanas. Money influenced police investigation was reported 33% in Model Thanas, 49% in Non-Model and 46% in Comparison Thanas. Police acted in favor of the victim was reported by 15% in Model, 11% in Non-Model and 10% in Comparison Thanas. That police acted in favor of other than the victim was reported by 9% in Model, 12% in Non-Model and 13% in Comparison Thanas. Indifference of the police was felt by 16%, 18% and 21% respectively in Model, Non-Model and Comparison areas. According to the ethnic minority respondents police impartiality was much lower (13%) while money influencing police investigation (53%) and police indifference (23%) were much higher. There were substantial variations between the respondents by urban-rural, male-female, and other characteristics regarding the nature of police investigation.

Table 3.26: Crime Investigation Process of the Police

Opinions	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Impartial	40.8	43.5	37.0	39.4	47.4	38.0	43.6	38.1	39.7	42.6	43.5
In favour of the victim	13.1	15.5	10.7	9.8	10.9	14.0	12.5	13.7	11.3	15.0	19.5
In favour of someone else	10.7	9.0	12.4	12.9	11.5	10.3	10.6	10.8	10.4	11.1	11.6
Disinterest /indifference	17.6	16.2	18.2	20.9	14.2	19.0	17.4	17.7	15.0	21.5	24.2
Influences of money	40.3	33.4	49.2	46.0	43.4	39.0	39.2	41.5	41.0	39.9	37.4
Others	5.6	7.1	4.4	3.4	2.2	7.1	5.0	6.3	6.1	4.7	4.9
No answer	3.6	6.3	0.7	0.5	0.6	4.9	3.8	3.5	4.7	1.8	1.0
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673

Overall satisfaction with police action after investigation was 57% for all areas. Overall satisfaction among the respondents was 64% in Model Thanas 52% in Non-Model Thanas and 45% in Comparison Thanas, highly satisfied was 3% or less in all areas. A-third (33%) of respondents expressed overall dissatisfaction, dissatisfied and highly dissatisfied; Overall dissatisfaction among the respondents was 25% in Model, 39% in Non-model and 48% in Comparison Thanas, Highly dissatisfied was less than 3% for all areas together; both dissatisfied and highly dissatisfied were lowest in Model Thanas and highest in Comparison Thanas. About two-fifths (39%) of ethnic minority expressed satisfaction while about a-third (32%) of them were dissatisfied. Overall differences among respondents of all other groups were not wide.

3.22   Reporting Quality of Crimes to Police

Procedures of reporting crimes

Overall more than half of the respondents (54%) expressed their satisfaction on the procedures of reporting crimes to Police while a quarter (25%) mentioned that they feel dissatisfied on the reporting procedures. Rest of the respondents (21%) did not comment of the issue. Level of satisfaction among respondents was higher in Model Thanas than in

Graph 13: Level of Satisfaction with Procedure of Reporting Crimes to the Police

Comparison Thanas (59% vs. 50%). Although the level of satisfaction does not vary much among the economic groups, age, education and occupation it varies among the other characteristics i.e., locality (urban 57% vs. rural 53%), gender (male 57% vs. females 51%), religion (Muslims 55% vs. others 44%) and ethnicity (*Bengalis* 55% vs. others 25%).
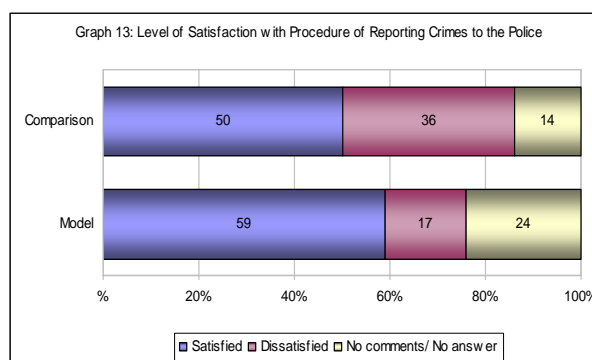
Accuracy of reporting crimes

More than half of the respondents (56%) expressed their satisfaction on the accuracy of reporting crimes to Police while more than a one-fifth (23%) mentioned that they feel dissatisfied and 21% did not comment of the issue. Level of satisfaction among respondents was higher in Model Thanas than in Comparison Thanas (58% vs. 51%). Overall differences among respondents of all other groups were not wide.

Graph 14: Accuracy of reporting crimes
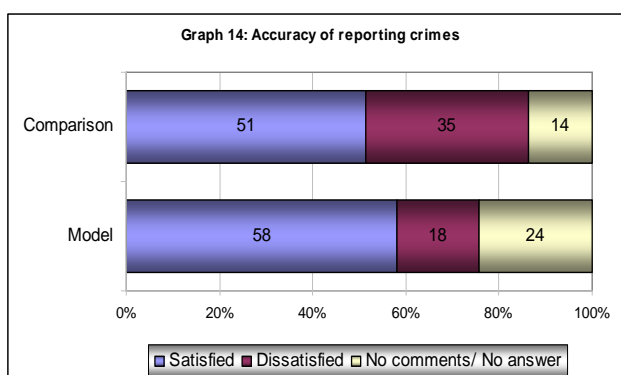
3.23   Reasons for Not Reporting of Crimes to Police

Table 3.27 shows the reasons for not reporting incidences of crime to the police. The main reasons given by the respondents were it would serve no useful purpose (42%), could not afford the expenditure (29%), reporting to the police would bring disrepute (25%) and fear of police harassment (20%); other reasons cited were fear of not getting equitable justice (13%), pressure by influential people (12%), afraid to face the police (11%), felt police incompetent/no confidence in police (10%), police would not be impartial (8%) and afraid of retaliation by the perpetrators (6%). Reporting to police would not be useful was 41% in Model Thanas, 46% in Non-Model Thanas and 37% in Comparison Thanas. Could not afford cost, reporting to police disreputable and fear of harassment – all three reasons were much lower in Model than the other two areas. There are differences between the respondents by characteristics regarding not reporting crime incidences to the police.

Table 3.27: Reasons for Not Reporting of Crimes to Police

Reasons	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
Serve no useful purpose	41.7	41.1	46.0	36.7	43.8	41.0	35.9	46.5	41.7	42.2	40.4
Felt worried and was afraid to face police	11.4	7.6	19.7	7.1	15.2	10.2	12.5	10.5	12.8	6.0	12.8
For fear of retaliation by perpetrators	6.4	7.0	4.4	8.2	6.7	6.3	7.8	5.3	5.5	4.8	14.9
Felt investigation will not be impartial	7.6	10.3	6.6	4.1	4.8	8.6	9.4	6.1	8.6	7.2	2.1
Could not afford expenditures	29.0	21.1	27.0	46.9	28.6	29.2	28.1	29.8	30.3	25.3	27.7
For fear of defamation	24.5	22.2	25.5	27.6	20.0	26.0	20.3	28.1	19.7	36.1	34.0
For fear of harassment by the police	20.2	14.6	17.5	34.7	11.4	23.2	24.0	17.1	21.0	18.1	19.1
Pressure by influential persons	11.7	12.4	6.6	17.3	16.2	10.2	12.5	11.0	12.4	12.0	6.4
Had no confidence in police/ police not competent	9.5	9.7	5.8	14.3	5.7	10.8	7.8	11.0	9.0	13.3	6.4
Fear of not getting equitable/fair justice	13.3	15.7	7.3	17.3	8.6	14.9	17.7	9.6	13.8	14.5	8.5
Others	5.7	8.6	4.4	2.0	2.9	6.7	5.7	5.7	6.6	3.6	4.3
No answer	5.2	9.7	2.9	0.0	3.8	5.7	7.3	3.5	6.2	4.8	0.0

The respondents were asked about crimes that generally are not reported the police. The responses according to proportion of respondents were sexual crimes (48%), sexual harassment (26%), crimes committed by influential persons (23%), dowry related crimes (22%), kidnapping (2%) and human Trafficking (1%). Respondents inclined to not report sexual crimes, sexual harassment, crime committed by influential persons and dowry related crime were all lower in Model Thanas than in Comparison Thanas and lower or equal to that of Non-Model Thanas except for crimes committed by influential persons where it is higher in Model Thanas. Ethnic minorities showed a much higher proportion of sexual crimes and harassment and dowry related crimes.

Table 3.28: Victims, Guardians Not Interested to Report to the Police

Type of Crime	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Sexual crimes	47.5	44.1	50.2	53.0	45.5	48.3	45.0	50.0	45.1	51.3	52.9
Sexual harassment	26.4	26.1	25.7	28.8	22.4	28.2	27.5	25.4	24.0	29.2	34.5
Crimes committed by influential persons	23.0	26.0	15.0	28.0	17.6	25.4	27.6	18.5	22.3	24.4	24.5
Dowry	22.3	19.6	19.0	36.6	25.7	20.9	19.9	24.7	24.5	21.3	12.0
Trafficking	1.0	1.2	0.9	0.5	0.9	1.1	1.2	0.8	1.0	1.3	0.7
Kidnapping	2.4	3.2	1.8	1.1	1.3	2.9	3.4	1.5	1.8	2.7	5.2
Others	25.6	26.6	30.8	13.2	28.1	24.5	25.3	25.8	27.2	22.5	23.0
No answer	1.2	1.2	1.5	0.5	1.4	1.1	1.4	0.9	1.3	0.6	1.3

3.24   Harassment by Police and Measures to Counter

About 40% of the respondents reported police harassment and 48% reported the opposite while 12% did not respond. Reported police harassment was 35% in Model, 42% in Non-Model and 54% in Comparison Thanas while the opposite view was reported by 50% in Model, 49% in Non-Model and 42% in Comparison Thanas. Ethnic minority reported high (49%) police harassment but the highest level of harassment was reported by the most educated group – graduate and over.

Table 3.29: Harassment of People by Police

Answers	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	40.0	34.5	41.8	53.6	34.2	42.5	42.2	37.8	38.0	44.3	42.5
No	48.1	49.9	49.1	41.0	56.9	44.3	49.7	46.5	48.2	46.8	50.7
No answer	11.9	15.6	9.1	5.4	8.9	13.2	8.1	15.6	13.8	8.9	6.8

3.25   Measures to Reduce Police Harassment

Enhancing transparency and accountability of police actions was the most important measure to counter police harassment as suggested by 60% of the respondents. Other steps suggested were punitive action against police misdeed (30%), close monitoring, intensive supervision, public access to information each supported by about a-fifth of all respondents. Still other measures, public pressure, media publicity and creating community and police partnership suggested by substantial (about a-tenth or more) part of the respondents. There were other suggestions put forward by smaller part of the respondents. Further, there were differences among various groups of respondents.

Table 3.30: Measures to Reduce Police Harassments

Measures	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	2,388	1,088	753	547	615	1,773	1,259	1,129	1,477	625	286
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Enhance transparency and accountability of police activities	60.5	62.3	66.5	48.4	62.6	59.7	64.3	56.2	55.7	66.2	72.7
Increase community and police partnership	12.1	10.8	11.0	16.5	14.1	11.4	13.8	10.3	12.1	12.3	12.2
Close monitoring	22.7	21.0	27.4	19.6	30.1	20.1	24.7	20.4	23.2	22.2	20.6
Creating public pressure	16.1	17.9	14.7	14.3	16.1	16.1	16.6	15.5	16.2	16.3	15.0
Media publicity	13.9	11.9	18.7	11.5	16.7	13.0	16.0	11.6	12.9	15.8	15.4
Public access to information	22.3	22.9	24.6	17.9	28.6	20.1	22.2	22.4	21.7	23.2	23.4
Intensive supervision of Thana level staff by the higher authority	23.2	19.6	24.7	28.5	21.3	23.9	24.1	22.2	23.0	23.2	24.5
Punitive action for police misdeed	30.1	29.3	26.6	36.6	21.3	33.2	30.0	30.2	30.6	29.3	29.4

Maintain neutrality and timely action (for investigation) emerged as the two most important measures to make police investigation more effective. About 71% of the respondents in the sample areas stressed on maintenance of impartiality of police investigation. About 50 to 60 percent felt timely action followed by apprehension of the accused – supported by a-third or more was necessary to make police action effective. Further a quarter or more of the respondents felt timely visit to the place of crime incidences was a necessary element to make police investigation effective and efficient. Another measure, recording of witnesses' statements, was suggested by about a-tenth of the respondents for substantive improvement of police action.

Table 3.31: Measures to Make Police Investigation Process Effective

Measures	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Maintain impartiality	71.1	70.3	73.4	69.9	73.8	70.0	75.4	66.9	69.6	73.8	74.6
Timely action for investigation	53.5	50.2	59.0	54.0	57.7	51.7	55.8	51.1	51.4	58.3	55.4
Timely visit to place of occurrence of crime	25.2	23.0	24.2	33.6	27.2	24.3	25.7	24.7	23.3	28.7	28.5
Recording statement of witnesses	11.1	10.3	11.4	13.2	14.9	9.5	11.7	10.5	11.4	12.1	7.5
Apprehending the accused	36.0	34.6	36.4	39.4	42.1	33.3	34.9	37.0	36.1	36.2	34.5

3.26   Interference in Police Activities

More than half of the respondents (53%) believed that police activities were interfered and 28% felt the opposite, while 19% had no knowledge about interference in police activities. While around half of the respondents in Model and Non-Model Thanas felt police were interfered with, the view was much higher (68%) in Comparison Thanas. View of interference in police activities was higher among urban and male respondents, showed an increasing trend by economic category, from 49% for the poor to 64% for the rich. The view of interference was also higher among the higher educated –graduate and over, service/ professionals, big business, retired/aged and student respondents.

Table 3.32: Outside Interference and Influence in Police Activities

Opinion (answer)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	53.1	50.3	49.3	68.5	45.1	56.6	57.0	49.3	48.8	60.0	63.7
No	28.0	27.6	32.0	22.1	38.1	23.6	29.2	26.8	30.3	23.8	23.2
Don't know	18.9	22.0	18.7	9.4	16.9	19.7	13.8	23.9	20.8	16.2	13.1

Bribery and external influence were the two elements of interference in police activity. About 57% of the respondents across all areas reported illegal money; More than half (55%) in Model Thanas, 60% in Non-Model Thanas and 46% in Comparison Thanas cited political leader interfering in police activities. About 49% of respondents across all areas and about a-third (37% in Model Thanas) of the respondents reported local pressure groups and social elites interfered with police work. Interference by superior police officers was reported by 12% in Model Thanas, 20% in Non-Model Thanas, 19% in Comparison Thanas and 16% in all sample areas respectively of the respondents. Interferences of the *mastans* were reported 5 to 7 percent of the respondents. Male respondents reported higher political interference while economic groups showed an increasing trend from 48% for the poor to 68% for the rich of political interference. Interference of political leaders was reported by 71% of the respondents and it showed an increasing trend by education of the respondents starting with 44% for uneducated to 76% for graduate and over.

Table 3.33: Types of Interference and Influence on Police

Type of Interference/Influence	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	3,173	1,586	888	699	811	2,362	1,700	1,473	1,897	847	429
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Illegal money	57.1	56.7	57.9	57.1	63.3	55.0	55.2	59.3	61.1	55.3	43.1
Political leaders /cadres	54.3	54.8	59.9	46.2	57.1	53.4	61.2	46.4	48.3	60.9	68.1
Social elites	33.8	36.9	29.5	32.3	33.5	33.9	33.1	34.7	31.4	35.8	40.8
Mastans	6.6	7.6	5.3	5.9	5.5	6.9	6.2	6.9	6.1	7.7	6.5
Local pressure groups	41.8	40.7	47.0	37.6	47.0	40.0	42.2	41.3	43.3	40.1	38.2
Superior Officers	15.8	12.2	19.9	18.9	14.8	16.2	17.4	14.0	15.1	15.5	19.6

Main steps to counter interference in police work respondents suggested were transparency and accountability (45% to 49%), decentralization of police bureaucracy (29% to 33%), close monitoring (28% to 36%) creating public pressure (21% to 28% and media publicity (17% to 21%). Other steps suggested were creating local police (7% to 17%), community supervision (7% to 12%) and monitoring by independent bodies (6%).

Table 3.34: Measures to Make Police Free From All Types of Interferences

	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	3,173	1,586	888	699	811	2,362	1,700	1,473	1,897	847	429
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Decentralize police	31.0	32.8	29.1	29.3	27.9	32.1	35.1	26.3	26.4	37.2	39.2
Create local police	13.3	16.8	11.8	7.3	14.9	12.7	14.3	12.2	10.4	17.2	18.4
Establish community supervision	8.9	6.7	11.6	10.3	14.7	6.9	9.9	7.7	9.5	8.6	6.8
Intensive monitoring by independent bodies: NGOs	6.1	5.9	6.0	6.4	6.2	6.0	6.8	5.2	5.8	7.1	5.1
Technical supervision	3.6	3.7	3.3	3.6	5.4	2.9	3.6	3.5	3.3	3.1	5.8
Close monitoring by department	30.8	29.2	35.5	28.3	35.8	29.0	31.1	30.3	31.2	31.3	28.0
Creating public pressure	25.6	27.9	20.6	26.8	23.3	26.4	25.4	25.9	25.3	27.5	23.3
Media publicity	18.7	18.3	20.8	16.9	20.6	18.0	20.1	17.0	17.4	20.7	20.5
Enhance transparency and accountability	47.3	47.0	49.3	45.2	46.6	47.5	47.8	46.6	46.4	47.2	51.3
Others	6.9	7.0	9.5	3.6	8.6	6.4	6.9	6.9	6.4	6.6	9.8
No answer	2.6	3.3	2.0	1.7	2.2	2.7	2.8	2.4	2.9	2.5	1.4

3.27   **Monitoring of Activities of Criminals**

In response to queries regarding police list of criminals, the respondents felt that police both maintains list of criminals as well as monitor activities of the criminals. About 45% to 47% and 41% to 47% across the three sample areas respectively felt that police maintains list of criminals and also monitor their activities; about 11% to 14% and 11% to 22% respectively maintained the opposite views and the rest had no opinion on the topics. There were differences between the groups of respondents on both attributes; particularly, rural, male, highest educated and big business groups in higher proportion affirmed the attributes while the ethnic minority respondents felt the opposite way.

Table 3.35: Monitoring of Criminals and their Activities

Answer	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	45.6	44.6	47.2	45.9	54.2	41.9	50.2	41.0	43.4	50.3	48.4
No	12.3	11.2	13.2	14.3	12.3	12.4	11.5	13.2	13.8	9.6	9.7
No idea	42.0	44.2	39.6	39.8	33.5	45.7	38.3	45.8	42.8	40.2	41.9
Yes	45.0	47.0	40.6	46.6	49.9	42.9	49.4	40.6	41.7	50.1	53.3
No	15.8	11.1	19.9	22.9	19.5	14.2	15.7	15.9	17.4	14.2	10.0

Nearly half, 53% in Model Thanas, 49% in Non-Model and 54% in Comparison Thanas thought police keep watch on large gathering and crowded places while 14% in Model, 23% in Non-Model and 26% in Comparison Thanas maintained the opposite view; the rest had view on the subject.

3.28   Maintenance of Law and Order

The main steps for maintenance of law and order thought by the respondents were increased patrolling (66% Overall, 68% in Model and 64% in Comparison Thanas), conducting investigation impartially (44%) and police identification of criminals (40%). Other important measures reported by the respondents were criminals are punished and justice ensured (21%), criminals were prosecuted in court (15%), criminals are brought under legal jurisdiction (13%) and keep close contact with community (15%), police record complaints promptly (8%), keep close contact with civil society (13%) and public access to information is ensured (8%). For maintenance of law and order police keep contact with media and police do not discriminate class/ group both were reported at 5%.

Table 3.36: Measures to Ensure Law and Order in Locality

Measures Suggested	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Increase police patrol to prevent occurrence of crime	66.1	68.0	64.3	63.7	69.2	64.8	70.2	62.0	63.4	69.1	75.7
Police to conduct investigation impartially	43.6	44.0	43.7	42.1	42.2	44.2	45.7	41.5	40.4	50.0	48.7
Police to investigate & record complaints promptly	8.0	7.6	9.1	7.2	7.8	8.1	8.4	7.6	7.5	9.9	6.7
To Identify crimes and criminals	40.7	40.3	40.8	42.2	47.4	37.9	41.0	40.5	40.4	42.0	40.2
Bringing criminals under legal procedure	12.5	12.0	12.4	14.2	16.0	11.0	13.1	11.8	11.6	14.3	13.5
Police to ensures prosecution of criminals in courts	14.6	13.3	16.2	15.8	20.5	12.1	14.7	14.6	14.8	15.0	12.8
Criminals are punished and justice ensured	20.9	17.6	25.6	22.5	27.0	18.2	20.0	21.8	21.4	20.6	18.5
Police to keep close contacts with the community	14.5	13.3	15.0	17.5	17.6	13.2	17.3	11.7	14.3	16.3	12.2
Police to keep close contacts with the media	5.1	5.0	6.0	4.0	5.1	5.2	5.9	4.4	4.6	5.6	7.3
Police to keep close contacts with the civil society	13.0	10.9	18.7	9.5	15.3	12.0	15.7	10.4	12.0	13.9	17.3
Ensuring police support for the victims	2.7	2.2	3.4	2.7	2.7	2.6	2.9	2.5	2.5	3.1	2.7
Ensuring access to information for public	8.0	7.6	8.2	9.0	7.5	8.2	8.9	7.2	7.3	8.7	10.6
Ensuring non discrimination to class/group	4.5	3.3	6.6	4.3	2.6	5.3	4.5	4.5	4.0	4.7	6.5
No answer	3.9	4.4	4.2	1.8	4.2	3.8	3.6	4.2	5.0	2.1	1.5
Others	1.9	2.6	1.6	0.7	1.1	2.3	2.3	1.5	1.4	1.9	5.1

Main sources of information on law and order as reported by the respondents were media - 60% in Model, 58% in Non-Model and 53% Comparison Thanas (Overall 58%), informal

contacts – 50% in Model, 52% in Non-Model and 72% in Comparison Thanas (Overall 54%) and news papers – 37% in Model, 26% in Non-Model and 37% in Comparison Thanas (Overall 33%). There were variations – wide and small regarding the main sources of information among the respondents, particularly related to informal contact. Informal contact was lowest (13%) among the ethnic minority.

Table 3.37: Major Source of Information on Law and Order

Source of Information	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Through informal contacts	54.2	49.9	51.6	72.1	70.8	47.0	55.3	53.1	57.6	50.8	42.0
Newspaper and magazine	33.4	36.5	25.7	37.3	19.3	39.5	38.7	28.1	24.5	47.3	55.3
Other Media	58.3	60.1	58.3	52.9	48.2	62.7	59.6	57.0	53.6	65.6	70.0

Table 3.38 shows the reported problems of law and order situation. About 42% of the respondents stated that there were problems of law and order in their community, an equal number reported no problem and the rest did not respond to the query. Reported problems were 38% in Model, 43% in Non-Model and 58% in Comparison Thanas.

Table 3.38: Law and Order Problem as Perceived by Community

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	41.7	35.8	42.7	58.2	35.3	44.5	42.7	40.7	39.0	47.9	44.3
No	42.2	44.2	43.1	34.2	51.3	38.2	45.3	39.0	43.2	39.3	42.2
No answer	16.1	20.0	14.2	7.5	13.4	17.3	12.0	20.3	17.8	12.8	13.5

The survey revealed problems in maintenance of law and order arose due to corruption of the police while carrying out activities (44%), political interference on activities of the police (40%); and influence of the political leaders and the wealthy (33%). Reported corruption by the respondent of the police while carrying out responsibilities ware 48%, 49% and 29% in Model, Non-Model and Comparison Thanas respectively; the corresponding figures were 42%, 47% and 28% for political interference and 32%, 30% and 38% for influence of political leaders and the wealthy respectively. Other impediments to maintenance of law and order by police were lack of logistical support (13% to 26%), corruption in recruitment of police (17% to 27%), lack of skill to maintain law (17% to 21%) and order and lack of attitude of law enforcement agencies (18% to 20%). Carrying out illegal orders was reported by about 8% of the respondents.

Table 3.39: Causes of the Problems in Maintaining Law and Order

Opinion	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	2,491	1,128	769	594	635	1,856	1,276	1,215	1,517	676	298
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Lack of logistical support	22.3	24.6	26.0	13.0	24.9	21.4	25.4	19.0	19.8	24.1	30.5
Political interference on police work	40.1	42.0	46.8	27.6	43.9	38.7	42.9	37.0	36.7	43.2	50.0
Corruption in police recruitment	21.6	26.9	17.7	16.8	21.9	21.6	25.3	17.8	17.5	24.7	35.9
Corruption in other activities of police	43.6	47.8	48.6	29.3	50.1	41.4	42.1	45.3	42.6	45.7	44.0
Carrying out illegal order of the government	7.7	8.7	8.7	4.4	6.9	7.9	8.5	6.7	5.2	9.6	15.8
Lack of necessary skill in maintaining law and order	19.5	19.9	20.5	17.3	24.1	17.9	20.1	18.8	18.9	20.1	21.1
Lack of attitude of law enforcement agencies	18.7	18.3	18.3	20.2	19.2	18.6	18.1	19.4	18.2	21.0	16.4
Influences of the political groups/moneyed class	32.6	31.8	29.6	37.9	31.0	33.1	33.9	31.2	32.6	33.3	31.2
Others	4.9	4.1	2.9	9.3	2.5	5.8	5.6	4.2	4.1	5.6	7.7

3.29 Problems in Police Investigation

Problems in police investigation reported by the respondents were corruption of the investigating officers (45%), interference by influential persons (34%) and lack of appropriate pay and skill of the investigating officers (31%). Outside influence and lack of fund to conduct investigation were reported by 13% and 9% of the respondents. Corruption of the investigating officers was 42% in Model Thanas compared 48% in Non- Model and 50% in Comparison Thanas; interference by influential persons 31% in Model Thanas compared to 35% in the other two areas. Lack of appropriate pay and skill was higher in Model Thanas 35% compared to 24% and 31% in Non-Model and Comparison Thanas.

Table 3.40: Perception of Problems Related to Police Investigation

Perception	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Lack of proper pay and skill of investigating Officer	31.0	35.0	23.9	31.3	26.1	33.2	34.6	27.5	26.6	37.5	42.8
Insufficient investigating officers and no. of courts	4.3	5.1	2.6	5.1	3.3	4.8	5.1	3.6	3.4	5.9	6.4
Inadequacy of scientific investigation instruments	3.9	3.1	5.6	3.4	3.4	4.2	4.3	3.6	3.0	5.2	6.5
Corruption of investigation officers	45.3	42.4	47.5	50.2	47.4	44.3	46.7	43.8	43.8	47.7	48.7
Interference in investigation by influential person	33.5	31.0	36.4	35.7	35.7	32.5	36.3	30.6	31.7	36.8	36.8
Lack of fund to conduct investigations	8.9	9.0	8.1	10.2	7.9	9.3	8.6	9.2	8.3	9.1	11.7
Influences of outsiders	13.2	13.5	12.3	13.7	12.5	13.5	14.3	12.1	13.7	13.1	10.5
Others	16.9	17.5	18.2	13.0	14.8	17.8	15.7	18.1	18.4	13.4	15.9
No answer	1.2	1.5	1.1	0.3	1.0	1.2	1.1	1.3	1.3	0.7	1.2

C. Human Resource Management and Training

3.30   Transparency and Accountability of the Police

The view that police should be accountable and transparent to the public was 89% in Model Thanas, 88% in Non-Model and 96% in Comparison Thanas (Overall). The view was affirmed by relatively proportion highest educated, ethnic minority, retired/professional and both big and small business groups of respondents.

Table 3.41: Opinion on Accountability and Transparency of Police to Public

If Police should be accountable and transparent to public	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	90.0	89.2	87.8	96.4	86.9	91.3	91.5	88.6	88.7	92.7	92.0
No	10.0	10.8	12.2	3.6	13.1	8.7	8.5	11.4	11.3	7.3	8.0

About 71% of the respondents felt that public access to information, 31% felt the necessity of intensive supervision of Thana level staff and 15% thought that access to information by Community representatives would be helpful to ensure accountability of the police. Views on public access to information was 77%, 61% and 72% in Model, Non-Model and Comparison Thanas respectively and that on intensive training of Thana level staff was 24% 38% and 39% in Model, Non-Model and Comparison Thanas respectively. Media access to police activities (9%) and open day meeting to discuss police activities (6%) were other measures suggested to ensure accountability of police. The opinions did not differ much across the respondent groups.

3.31   Perception about Police Functions and Responsibilities

Table 3.42 shows perceptions of the respondents about the functions and responsibilities assigned to the police. The main functions and responsibilities of the police as perceived by the respondents are maintenance law and order 81% to 87%, prevention of crime 74% to 78%, protect life and property 39% to 50% and detection of crimes 32% to 36%; other relatively important responsibilities reported are reporting to courts for justice 11% to 13% and traffic management 6% to 8%. There were differences between respondents groups; however these differences were not significantly wide.

Table 3.42: Knowledge about Job and Responsibilities of the Police

Job	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Maintain law and order	84.7	84.7	87.0	80.7	87.1	83.7	88.3	81.1	82.9	87.8	88.8
Prevent crime	76.6	77.7	75.8	74.4	81.8	74.3	77.2	75.9	77.2	76.8	72.4
Identify crimes	33.7	34.0	32.2	35.6	41.0	30.6	32.7	34.7	31.7	38.9	34.3
Submit report to court for justice	11.8	11.4	12.0	12.7	16.6	9.8	11.6	12.1	11.8	13.3	8.8
Establish community partnership	3.4	1.9	5.4	4.4	5.7	2.4	4.3	2.5	3.5	3.6	2.5
Manage Traffic	7.8	8.4	7.9	5.7	2.2	10.2	8.6	7.0	5.0	11.7	15.6
Protect of life and property	42.3	39.1	43.4	50.4	41.0	42.9	48.1	36.5	40.5	44.5	48.3
Others	2.1	2.3	2.2	1.2	0.8	2.6	1.9	2.2	2.0	1.9	2.5
Don't know	0.8	0.8	1.0	0.3	1.1	0.7	0.8	0.8	0.9	0.6	0.4

3.32   Basic Skills of Police

Perceptions of the respondents about 5 main responsibilities and skills of the police were patrolling skill (54%), functioning within rules and regulations (24%), crime prevention (26%), procedures of detection of criminals (30%) and identifying criminals (21%); other important responsibilities and skills are provide security and protection to important places and persons (20%), have knowledge of the assigned area (19%), have skills for conducting investigation (12%), create awareness in amongst people (9%), have knowledge of possible crimes (13%) and supervision and monitoring (8%). There were variations among respondent groups regarding responsibilities and required perceived skills of the police.

Views of the respondents on how to improve skills of the police are given in Table 3.43. Steps to increase skills of the police include were training (74%), supervision and guidance (25%), rewards and punitive measures (23%) and increasing awareness among the police about the importance of their responsibilities (10%). Views on interventions to improve skills of the police varied, though not unusually, by area and categories of respondents.

Table 3.43: Interventions to Improve Police Skills

Suggested interventions	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Training	73.5	72.1	79.5	67.2	74.9	72.9	76.9	70.1	70.2	79.3	80.4
Continued supervision and guidance	25.1	23.9	20.8	36.7	23.8	25.7	24.8	25.4	24.1	26.7	27.8
Increasing awareness about police responsibilities	10.0	10.5	7.4	12.9	9.8	10.0	10.6	9.3	9.1	12.2	10.0
Through rewards and punishments	23.3	21.0	26.3	25.4	22.9	23.5	26.3	20.3	23.8	23.2	21.1
Others	8.5	9.6	9.4	3.8	9.1	8.3	7.7	9.4	9.3	5.9	9.7
No answer	0.8	0.9	1.0	0.1	0.9	0.7	0.7	0.8	0.8	0.6	1.2

3.33   Expected Behaviour from and Qualities of the Police Personnel

Expected behaviour and qualities of the police as perceived by the respondents are shown in Table 3.44. Views of the respondents about expected behaviour of the police were impartial (61%), friendliness (65%), strictly adherence to rules and regulations While assigning -responsibilities (19%), modest – neither too rude nor too cozy behaviour (13%), not influenced by outsiders (16%) and not motivated to take undue advantage (15%). Other qualities expected from the police were knowledge (8%), spontaneity in application of law (6%) and do not discriminate victims because of gender and social status (5%). Opinions varied insignificantly across the areas and by groups and characteristics of the respondents.

Table 3.44: Opinion About and Behaviour of the Police

Opinion	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Impartiality Impartial	61.0	57.7	67.8	58.9	66.0	58.8	62.8	59.2	61.1	61.4	59.6
Friendliness	65.0	66.6	64.1	61.3	69.0	63.2	66.2	63.8	65.2	65.8	61.7
Very strict adherence to laws in rules	19.3	15.8	18.2	32.3	19.7	19.2	19.7	19.0	18.2	21.5	21.4
Neither too friendliness nor too rudeness	13.4	14.7	9.4	16.3	13.8	13.2	14.2	12.6	12.0	15.6	16.6
Knowledge about crime & related laws	7.7	7.3	8.8	6.7	9.2	7.0	7.9	7.5	6.9	9.3	8.6
Spontaneity in investigation and strict application of law	5.8	5.1	7.3	5.5	6.6	5.5	5.6	6.1	5.4	6.4	7.0
Willing to Ensuring timely justice for victims	2.1	2.3	1.3	2.9	2.7	1.9	2.2	2.1	2.1	2.1	2.2
Not discrimination to victims on basis of gender and social status	5.4	5.1	5.2	7.0	5.3	5.5	5.8	5.1	4.9	6.6	6.4
Not to be influenced by anybody	15.5	13.8	19.2	14.4	17.5	14.7	16.2	14.9	14.4	17.9	16.9
Motivated not to get undue benefit	15.0	14.4	18.0	11.6	21.8	12.1	14.8	15.3	15.6	16.0	9.7
Others	2.9	3.0	4.1	0.4	1.1	3.7	2.9	2.8	2.8	2.7	3.7
No answer	0.4	0.5	0.2	0.1	0.2	0.4	0.3	0.4	0.4	0.3	0.4

The level of satisfaction, satisfied and highly satisfied together, of the respondents varied by areas, 75% in Model Thanas, 67% in Non-Model and 54% in Comparison Thanas. General satisfaction was 68% in Model, 63% in Non-Model and 49% in Comparison Thanas respectively. Variation in satisfaction levels was relatively small among respondent groups.

Graph 15: Level of Satisfaction Regarding Police Behavior and Attitude

	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
Comparison	5	49	43	4
Model	7	68	24	1
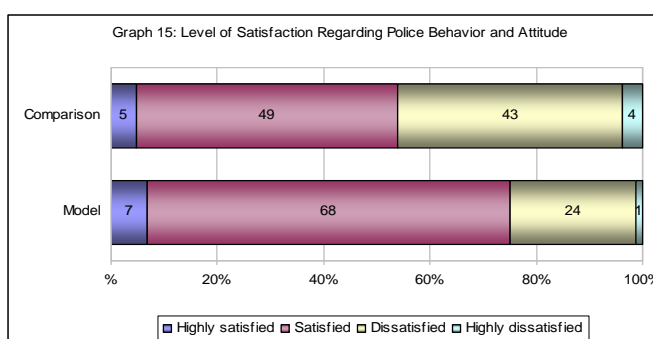
Views on need for changes in behaviour and attitude of the police are shown in Table 3.45. Need for changes in attitude and behaviour was 77% in Model and Non-Model Thana areas and 85% in Comparison areas. Views on need for changes was higher among urban respondents (82%) than their rural counterparts (71%), among ethnic minority respondents (96%) and among service/professions, and among big and small business respondents (83%); desired change in behaviour and attitude showed and increasing trend by education of the respondents from 75% for the no education to 88% for the graduate and over.

Table 3.45: Opinion about Need for Significant Changes in Current Police Behavior and Attitude

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	78.2	76.6	77.2	84.9	70.6	81.5	79.2	77.2	74.9	85.1	82.9
No	21.8	23.4	22.8	15.1	29.4	18.5	20.8	22.8	25.1	14.9	17.1

3.34   Women in Police Service

Respondents expressed support for women in police service which was in terms of proportions was 90% across entire study area, 93% in Model, 85% in Non-Model and 90 in Comparison Thanas. Overwhelming support for women in police service was found across all respondents. Regarding the size of women police 42% of the respondents felt women should comprise half (50%) of the police force, 18% thought two-thirds of police should be women, 15% felt women should comprise less than 50% of the police force, 13% felt a-third of the police should be women and 6% was for less than 10% of the police be women. Differences between respondents on size of women police force were small.

Table 3.46: Support for Participation of Women in the Police Service

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compari son	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	90.0	92.6	85.4	90.1	85.6	91.9	87.9	92.1	89.1	91.0	93.0
No	10.0	7.4	14.6	9.9	14.4	8.1	12.1	7.9	10.9	9.0	7.0

Regarding what assignments women police should be given, about 38% of the respondents were of the opinion that women police should have the same assignments as the male counterpart, 21% felt that they should have different roles, 19% felt that they should perform any duty they are competent of, 13% felt women police protect women victims only and 10% thought they should be assigned to deal with violators of the law with regard to women. Views on role of the women police were similar across areas and characteristics of the respondents.

Table 3.47: Perception about the Role of Women Police

Type of Perception	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Same roles as male police	37.5	38.9	37.6	33.4	34.6	38.8	34.5	40.5	37.5	35.9	41.2
Different from the role of the male police	21.0	18.5	20.2	29.9	22.9	20.1	21.8	20.1	21.4	21.5	16.9
Protect the interests of female victims only	12.8	12.9	11.8	14.1	12.2	13.0	13.3	12.3	12.3	13.6	14.1
Deal with female violators of law	10.5	12.0	8.8	8.7	10.0	10.7	13.5	7.5	8.7	13.2	14.8
Any duty as per skill and competence	19.4	19.7	18.7	19.5	14.6	21.4	19.5	19.2	16.9	21.3	29.1
Others	1.5	1.7	1.7	0.4	0.9	1.7	1.6	1.3	1.3	1.9	1.6
No answer	15.8	13.2	20.8	14.9	23.8	12.3	16.0	15.6	17.3	13.8	10.9

Overall level of satisfaction (i.e. 'highly satisfied' and 'satisfied' adding together), with services of the women police was 78% in all sample areas, 84% in Model, 68% in Non-Model and 74% in Comparison Thanas. Highly satisfied was 14% in Model, 6% in Non-Model and 12% in Comparison Thanas. Overall satisfaction among urban and female respondents was higher than their rural and male counterparts. Satisfaction level among other respondent groups was similar with minor differences irrespective of the locality, gender and economic category. Details – presented in the following table.

Table 3.48: Level of Satisfaction with the Existing Services of Women Police

Level of Satisfaction	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Highly satisfied	11.5	14.3	6.4	11.8	6.9	13.5	9.4	13.6	11.5	11.2	12.2
Satisfied	65.7	69.5	61.3	61.9	59.5	68.4	67.1	64.3	64.1	68.1	70.1
Dissatisfied	3.7	2.8	4.3	5.6	3.1	4.0	4.4	3.0	3.3	4.1	5.1
Highly dissatisfied	0.8	0.5	1.0	1.2	0.9	0.7	0.9	0.7	0.8	0.6	1.0
Don't know	18.3	12.9	27.1	19.6	29.7	13.4	18.2	18.4	20.3	16.1	11.6

D. STRATEGY AND OVERSIGHT

3.35   Functions and Responsibilities of the Police Station

Two most important functions and responsibilities of the police station as identified by three quarters or more of the respondents were prevention and control of crimes, 78% in Model and Non-Model Thanas and 72% in Comparison Thanas and ensure law and order, 73% in Model, 75% in Non-Model and 76% in Comparison Thanas. Other important responsibilities as viewed by the respondents were ensuring appropriate access to justice (20%), ensuring watch (patrolling) over the jurisdiction (23%) and keeping careful watch over the criminals (21%). Still other important responsibilities of the police station identified by the respondents were protecting the weak the vulnerable and marginals (11%), resolving disputes (14%), providing general counsel, work with community and identify and maintain list of criminals (7% in all three responsibilities). Except for minor deviations views on all responsibilities and functions were by and large similar.

Table 3.49: Responsibilities and Functions of Police Station

Responsibility	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa -rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
To prevent and control crimes	77.7	78.9	78.8	71.8	82.9	75.4	80.8	74.5	77.6	78.5	76.2
To ensure law and order	74.1	73.3	74.5	75.9	74.2	74.1	77.5	70.7	71.0	79.0	81.7
To Keep careful watch over the criminals	21.8	23.7	19.4	20.1	24.8	20.5	23.3	20.3	19.8	25.6	25.1
To ensure sufficient patrolling in the area	23.3	21.7	24.1	26.8	31.2	19.9	26.9	19.7	22.1	25.6	25.1
To Provide general assistance and counsel	6.9	6.5	7.3	7.5	5.1	7.7	8.1	5.8	6.2	7.9	8.8
To identify the criminals and to enlist them	7.0	7.0	6.8	7.1	6.8	7.0	8.0	6.0	6.0	9.3	7.6
To help resolve disputes	14.0	11.8	19.1	11.9	13.1	14.4	16.0	12.1	15.5	12.1	9.7
To ensure Security of the key places and persons	3.1	4.0	2.0	2.5	2.9	3.2	3.7	2.6	2.6	3.6	5.2
To ensure access to appropriate justice	20.2	21.1	19.2	19.3	25.4	18.0	21.0	19.4	19.7	21.9	20.1
To ensure prompt Implementation of court and legal orders	1.6	1.6	1.4	2.3	1.8	1.6	1.8	1.5	1.5	1.8	1.8
To work with the community	6.6	5.1	8.3	8.2	9.1	5.6	7.5	5.8	6.6	6.5	7.3
To protect the weak and the vulnerable	10.9	9.4	10.2	16.8	9.2	11.6	11.8	9.9	9.9	12.0	14.0
Others	2.5	2.4	3.6	0.7	3.2	2.1	2.0	2.9	2.7	2.1	2.2
No answer	0.4	0.3	0.5	0.1	0.5	0.3	0.2	0.5	0.3	0.3	0.6

3.36 Knowledge about People's Right to Call for and Receive Assistance from the Police

The level of awareness of the people was quite high. About 91% in Model, 79% in Non-Model and 95% in Comparison Thanas knew about their right to call for and receive assistance from the police. The knowledge was higher among the urban (91%) respondents compared to their rural (80%) counterparts. By economic category from poor to rich the respondents showed an increasing trend in the knowledge 86% to 93%. Variability among the other respondents in regard to the criterion was moderate. Among those with knowledge of their right, 68% in Model, 63% in Non-Model and 61% in Comparison Thanas had feeling of some security and 52% in Model, 59% in Non-Model and 53% in Comparison Thanas had some feeling of normalcy and day to peace; in addition, Overall 16% of the respondents thought they would be free from threat of criminals, 18% felt they would have equitable access to police and justice and 18% thought they would have legal aid in need. Differences between respondents of various groups were not wide.

3.37 Perceived Feeling of Safety due to Police Activities

Ninety percent respondents in Model Thana reported to have felt safe compared to 84% in Non-Model and 65% in Comparison Thanas due to police activities. Feeling of safety was 89% among rural respondents compared to that of 82% of the urban respondents. Differences between other groups of respondent were less noticeable.

Graph 16: Perceived feeling of safety due to activities of the police
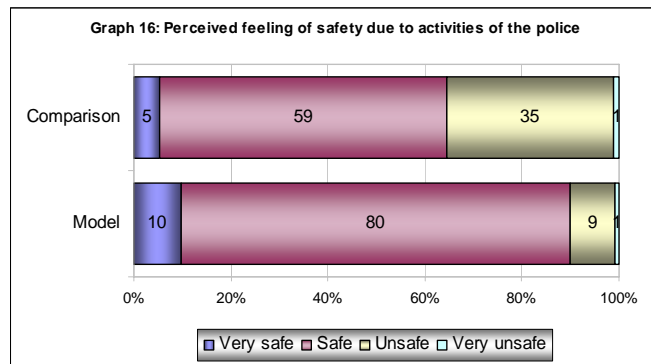
3.38 Perception of Activities with which Police are mostly Busy

In response to the query regarding duties with which the police were most frequently or frequently preoccupied, protocol and VIP protection was stated by 87%, controlling political violence was reported by 85%, ensuring public safety was reported by 82%, reported controlling labour and student unrest by 60% and protection and safety specific location was stated by 78% of the respondents. Extent of deviations among the respondents was relatively small.

When asked about what functions and responsibilities upon which the police should be giving priority prevention and control of crime and ensuring law and order respectively were stated by 75% and 66% of the respondents. Other responsibilities to be given priority as stated by the respondents were ensuring implementation of legal/court orders (24%), ensure watch (patrolling) over the jurisdiction (23%) and keeping careful watch over the criminals (21%). Still other priority responsibilities of the police identified by the respondents were protecting the weak and the vulnerable (16%), resolving disputes (14%), providing physical security (9%), prevent hijacking (8%), providing general advice (6%), work with community (6%) and identify and maintain list of criminals (5%). Except for minor deviations views on all responsibilities and functions were similar.

3.39   Community Policing

Table 3.50 shows participants' knowledge about community policing. More than a quarter (28%) of the participants in Model Thanas and 15% in Non- Model Thanas and 37% in Comparison Thanas have the knowledge that community can play an effective role in preventing crime. About 8% of the respondents felt that community can establish a working relationship with police and another 8% thought community can help police in running their activities, 6% believed that community can help to be effective and still another 5% felt there could be effective engagement between community and the police to resolve problems.

Table 3.50: Knowledge about Community Policing

Types of Knowledge	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Active community participation in preventing crime	25.8	28.4	14.9	37.0	17.1	29.6	31.1	20.5	21.7	32.2	36.2
Effective engagement between community and police to resolve problems	5.0	5.5	2.4	8.0	3.4	5.7	6.6	3.4	4.3	6.0	6.9
Community participation in running police activities	8.0	7.4	8.0	10.1	7.8	8.1	9.7	6.4	7.3	9.8	8.4
People's help to make police be more effective	5.6	5.8	3.5	8.6	3.7	6.4	7.1	4.0	4.8	6.8	7.4
Earning respect through impartial investigations	2.0	2.0	0.6	4.5	0.6	2.6	2.1	1.9	1.6	2.7	2.4
Cooperative working relationship of police and community	7.9	8.0	5.7	11.5	6.3	8.6	9.7	6.1	6.7	10.4	9.6
Others	2.7	3.4	2.1	1.7	0.8	3.6	2.9	2.6	1.8	4.0	5.3
None	63.6	60.9	78.6	45.7	78.1	57.3	58.2	68.9	68.7	56.2	49.5

3.40   Open Day Meeting

Overall, only 3% of the respondents ever attended the police open day meetings. Responses did vary much by area or other characteristics. People's participation in such meeting is still confined to small group of people.

Table 3.51: Ever Attended Any Police Open Day Meeting

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa- rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	3.2	3.4	2.9	3.1	2.8	3.4	4.4	2.0	2.8	4.5	2.8
No	96.8	96.6	97.1	96.9	97.2	96.6	95.6	98.0	97.2	95.5	97.2

Issues/topics discussed in the open day meeting concerned law and order situation (84%), role of the community in maintaining law and order (62%) possible assistance from the police station (Thana) (23%) and preventing human trafficking (15%).

Close to 90% and more of the respondents who attended the meeting expressed satisfaction (including 19% highly satisfied) with the proceedings of the open day meeting. With the exception of small number groups the satisfaction was across all areas and groups of respondents.

Table 3.52: Level of Satisfaction with the Open Day Meeting

Level	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middl e	Rich
N	192	107	53	32	51	141	132	60	110	63	19
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Highly satisfied	19.3	22.4	11.3	21.9	11.8	22.0	16.7	25.0	19.1	20.6	15.8
Satisfied	71.9	66.4	83.0	71.9	80.4	68.8	75.8	63.3	73.6	69.8	68.4
Dissatisfied	3.6	3.7	3.8	3.1	7.8	2.1	3.0	5.0	3.6	3.2	5.3
No comment	5.2	7.5	1.9	3.1	0.0	7.1	4.5	6.7	3.6	6.3	10.5

3.41   Bribing the Police

Table 3.53 shows that just over 3% of the respondents offered or made hint for payment of Illegal incentive to police in return for help. Offer of Illegal incentive/hint for Illegal incentive was 3% in Model Thanas and 4% in Non-model and Comparison Thanas. Actual payment of Illegal incentive made by the respondents during the last two years was 4% in Model, 5% in Non-Model and 6% in Comparison Thanas. Payment of Illegal incentive was around 4% all around except for the highest educated– graduate and over and big business groups among whom reported bribing was higher 8% and 10% respectively. Solicitation of Illegal incentive by police was 5% in Model, 6% in Non-Model and 7% in Comparison Thanas. Reported asking for Illegal incentive was higher among graduates and over (10%) and big business (12%). Soliciting Illegal incentive by the police was varying around 5% across all respondent groups.

Table 3.53: Offered or Provided Hints of Paying Illegal incentive to Police for Help

Answer	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa -rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Offered or Provided Hints of Paying Illegal incentive to Police for Help											
Yes	3.4	2.9	3.8	4.1	3.3	3.4	3.8	2.9	3.0	4.2	3.9
No	96.6	97.1	96.2	95.9	96.7	96.6	96.2	97.1	97.0	95.8	96.1
Illegal incentived Police During Last Two Years											
Yes	4.7	4.0	5.2	6.1	4.5	4.8	5.6	3.8	4.2	5.8	5.3
No	95.3	96.0	94.8	93.9	95.5	95.2	94.4	96.2	95.8	94.2	94.7
Police Asked for Illegal incentive During Last Two Years											
Yes	5.7	4.9	6.3	7.2	5.7	5.7	7.0	4.4	5.2	6.9	6.4
No	94.3	95.1	93.7	92.8	94.3	94.3	93.0	95.6	94.8	93.1	93.6
Police Helped as Expected After Taking Illegal incentive											
N	341	155	113	73	102	239	209	132	201	97	43
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	49.6	51.6	46.0	50.7	36.3	55.2	52.2	45.5	43.8	54.6	65.1
No	50.4	48.4	54.0	49.3	63.7	44.8	47.8	54.5	56.2	45.4	34.9

In Model Thanas reported solicitation/hints for Illegal incentive by the police for on-going investigation was 28%, for filing GD 34% and for filing FIR 11%; The corresponding figures in Non-Model Thanas were 35%, 24% and 13% and the same in Comparison Thanas were 20%, 11% and 20%. Illegal incentive solicited/hinted for protection against criminals were 15%, 13% and 20% and for apprehending the criminals were 14%, 13% and 9% respectively in Model, Non-Model and Comparison Thanas. A smaller proportion of respondents reported that police asked/hinted for Illegal incentive for visiting the place of crime (6%), recording statements (4%) and maintenance of evidence (2%). There were some differences in reported solicitation/hint for Illegal incentive by the police.

Nearly half of the respondents, 51% in Model Thanas, 46% in Non-Model and 52% in Comparison Thanas reported that police did help after taking Illegal incentive while the rest reported the opposite. That police did help after taking Illegal incentive was reported higher the urban, ethnic minority and big business respondents.

Interventions to control and reduce police corruption suggested by the respondents were investigation against corrupt officials - 46% in Model, 44% in Non-Model and 48% in Comparison Thanas, training and motivation – 39% in Model, 40% in Non-Model and 34% in Comparison Thanas, intensive supervision – 23% in Model, 20% in Non-Model and 25% in Comparison Thanas, rewards and punitive measures – 24% Model, 24% in Non-model and 33% in Comparison Thanas and increased salary and incentive – 30% in Model, 24% in Non-Model and 34% in Comparison Thanas. Other measures suggested were media reporting (7%), raising awareness of the public (5%), community involvement (8%) and supply of appropriate logistics (6%).

Table 3.54: Interventions to Reduce Police Corruption

Interventions	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Training and motivating the police	38.7	39.3	40.1	34.3	36.0	39.9	41.4	36.0	35.3	43.7	47.7
Rewards and punishments for performance	25.7	24.4	23.9	32.9	22.2	27.3	27.8	23.7	23.6	29.5	30.5
Intensive supervision and monitoring	22.2	22.8	19.8	24.5	29.6	19.0	23.5	20.9	21.8	22.7	23.8
Media reporting	6.7	6.6	6.7	6.8	6.1	6.9	7.6	5.7	5.9	8.6	7.0
Increasing salaries/incentives	29.5	30.4	25.4	34.0	26.2	30.9	33.7	25.3	25.9	33.0	42.6
Raising public awareness about expected police assistance	5.2	5.9	3.4	6.1	3.6	5.9	5.2	5.2	4.9	6.2	4.9
Community involvement	7.5	7.0	8.6	6.9	10.1	6.3	8.3	6.6	8.1	6.9	4.9
Investigation against police corruption	45.5	45.8	44.0	47.5	44.7	45.9	47.7	43.4	45.4	45.6	46.1
Holding public meetings on law and order situation	12.8	13.3	12.8	11.0	14.1	12.2	13.3	12.2	11.6	16.1	12.3
Ensuring supply of proper logistics to the police	5.7	6.5	5.3	4.0	6.4	5.4	6.3	5.1	5.1	6.2	8.5
Others	8.8	7.8	12.9	4.6	10.2	8.2	9.3	8.3	9.5	7.5	7.6
Don't know	0.4	0.1	0.8	0.4	0.8	0.1	0.4	0.3	0.4	0.4	0.1

3.42   Police, Media and Civil Society

Table 3.55 shows four-fifths or more of the respondents felt extensive discussions and consultations, 89% in Model and Non-Model and 93% in Comparison Thanas, were needed for police reform, while 3%, 5% and 2% in Model, Non-Model and Comparison Thanas felt negatively to the view. Rich, ethnic minority, educated graduate and over and big business respondents lent to the view in higher proportion.

Table 3.55: Opinion on Extensive Discussions on Police Reforms

Answer (yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	82.1	79.6	80.4	93.0	79.6	83.2	85.2	79.1	78.9	86.8	91.1
No	3.4	2.9	5.1	1.9	5.1	2.7	3.2	3.6	3.6	3.5	1.9
Don't know	14.5	17.5	14.4	5.1	15.4	14.1	11.6	17.3	17.5	9.6	7.0

View of publicizing police activities was 79% in Model, 82% in Non-Model and 93% in Comparison Thanas; corresponding negative views - not publicizing police activities were 2%, 4% and 1% respectively. The rest did not have an opinion on the topic. Support for publicizing was near uniform among respondent groups.

Table 3.56: Opinion on Publicizing Police Activities to Improve the Standards of Services

Answer (yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	82.5	79.4	82.4	92.5	81.7	82.9	84.4	80.7	78.7	88.7	91.5
No	2.6	2.2	3.8	1.4	3.6	2.1	2.6	2.5	3.0	1.9	1.2
Don't know	14.9	18.4	13.8	6.1	14.7	15.0	13.1	16.8	18.2	9.3	7.3

In response to the query on how media can help improve police service, views on ensuring transparency and accountability (in police service) was reported by 65% in Model, 59% in Non-Model and 54% in Comparison Thanas, publicizing performance of the police was stated by 53% in Model, 65% in Non-Model and 69% in Comparison Thanas, creating community pressure was cited by15% in Model, 8% in Non-Model and 13% in Comparison Thanas and upholding police image was mentioned by 11% in Model, 7% in Non-Model and 14% in Comparison Thanas. Keeping politicians and bureaucrats busy was reported by about 9% of all the respondents.

Table 3.57: Influence of Media for Quality Police Service

Opinion	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	4,927	2,500	1,483	944	1,471	3,456	2,518	2,409	3,058	1,253	616
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Ensuring transparency and accountability of police activities	61.3	65.0	59.7	53.9	63.6	60.3	63.6	58.8	58.2	66.5	65.8
Publicizing performances of the police	59.8	53.4	65.1	68.5	58.9	60.2	61.6	58.0	59.5	59.3	62.5
Raising police image in the community	10.4	11.4	6.7	13.6	7.5	11.7	11.8	9.0	9.3	11.1	14.8
Creating community pressure on police service	12.5	14.8	8.2	13.4	10.9	13.2	12.8	12.2	12.3	13.0	13.0
Keeping politicians & bureaucrats informed of police activities	8.7	9.3	8.3	7.8	8.9	8.6	9.3	8.0	8.1	10.7	7.6
Others	1.0	1.7	0.5	0.2	0.4	1.3	1.1	0.9	0.7	1.2	2.1
No answer	4.9	3.4	9.5	1.7	10.9	2.4	4.7	5.1	6.4	2.9	1.5

3.43   Views on Extra Safeguards to Protect Women and Young Girls

Extra safeguards suggested by the respondents were arresting the criminals (43%), immediate action after the crime occurrence (42%), safe custody of the victim- women/girls (31%) and assisting the victims to get legal aid (16%). About 10% of the respondents felt protecting the victims from undue influence was necessary. Except for arresting criminals in Non-model Thanas (35%), deviations for all reported safeguards were not wide by respondent groups.

Table 3.58: Views on Extra Safeguards to Protect Security of Women and Young Girls

Views	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa -rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Prompt action after occurrence of crime	41.5	43.6	35.4	45.7	38.9	42.6	44.1	38.9	38.6	46.8	47.1
Arresting the criminals	43.3	44.3	41.8	43.0	42.1	43.8	44.5	42.1	41.3	45.0	51.3
Identifying victims for treatment	5.9	5.9	5.4	6.6	5.4	6.1	6.7	5.0	5.7	6.0	6.9
Assisting victims to obtain legal aid	16.3	15.8	17.3	15.9	15.6	16.6	15.7	16.9	16.4	16.6	15.1
Ensuring safe custody of women/girls	30.6	29.6	31.5	32.2	37.3	27.7	32.1	29.2	29.2	33.6	32.6
Protecting victims from undue influences	10.0	9.9	7.9	14.1	10.9	9.6	9.9	10.1	9.3	10.8	12.4
Others	1.9	2.1	2.2	0.7	0.8	2.4	2.4	1.4	1.3	2.3	4.5
Don't know	14.0	13.7	19.0	6.3	19.0	11.9	14.7	13.4	15.6	12.5	8.0

Steps to reduce violence against women and young girls suggested by the respondents were arresting the perpetrators – 64% in Model, 67% in Non-Model and 71% in Comparison Thanas, prompt recording of complaints – 34% in Model, 30% in Non-Model and 36% in Comparison Thanas, Preparation of change sheet promptly – 19% in Model, 23% in Non-Model and 20% in Comparison Thanas and making people aware of the crime – 19% in Model, 17% in Non-Model and 18% in Comparison Thanas. Other steps suggested were keeping records of criminals (11%) and motivating people through meetings (9%).

Table 3.59: Views on Steps to Reduce Violence Against Women and Young Girls

Views	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa- rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Prompt in recording complaints of crimes	33.1	34.0	29.9	36.2	38.6	30.7	35.5	30.7	30.5	38.1	37.7
Preparing charge sheet promptly	20.0	18.5	22.5	20.3	23.6	18.4	24.4	15.6	18.2	22.0	25.9
Keeping records on criminals	11.1	9.5	14.4	10.2	11.7	10.8	10.2	11.9	11.0	11.6	10.4
Identifying the perpetrator	65.9	63.6	67.4	70.5	65.0	66.3	65.2	66.6	66.6	64.9	63.9
Making people aware of crimes	18.0	18.9	16.5	17.8	21.7	16.4	17.4	18.6	17.2	19.7	18.9
Motivational local meetings	8.8	9.4	7.3	9.6	9.4	8.6	9.0	8.7	8.2	11.4	7.2
Others	9.5	10.8	11.2	2.6	10.2	9.2	10.9	8.1	9.5	8.9	11.0

Regarding steps to strengthen and improve police service, suggestions of respondents included ensuring transparency and accountability (39%), increasing size of police force (39%), linking community/civil society with police (26%), providing appropriate salary (25%), providing appropriate logistical support (25%) and reducing political influence (25%); other measures suggested were to enhance entry qualification for police (14%), reduce influence to the powerful and criminals (11%), increase supervision and monitoring (9%), adhere to rules and regulation (9%), decentralize police (10%), create local police (9%) and provide appropriate training (11%). Other steps were suggested by lesser number of respondents. There were differences among the respondents by groups on the suggested steps.

3.44   Trafficking of Human Being

Knowledge on Human Trafficking (HT) about 97% of the respondents knew about human trafficking with hardly any deviation among respondents by groups. Radio/television (74%), neighbours (59%), news papers (39%) and relatives (32%) were reported to be the main sources of information on human trafficking. Surprisingly more rural people (through slightly) were human trafficking then their urban counterpart contrary to normal belief.

Table 3.60: Knowledge of Trafficking of Human Being

Answer (Yes/No)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	97.2	96.3	99.1	97.0	99.0	96.4	97.7	96.7	96.4	98.4	99.4
No	2.8	3.8	0.9	3.0	1.0	3.6	2.3	3.3	3.6	1.6	0.6

Children were mentioned as the common victims (96%) of human trafficking, followed by young women and adolescent girls (both nearly 52%) and women above 30 years (some 10%). Table 3.61 shows there were differences across areas and respondent groups on reported trafficking of adolescent girls, young women and women-30+; deviations on trafficking children were relatively small.

Table 3.61: Common Victims of Human Trafficking

Victim	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,775	3,003	1,783	989	1,782	3,993	2,903	2,872	3,720	1,386	669
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Children	96.1	96.2	95.1	97.6	95.7	96.3	96.4	95.8	95.9	96.8	96.0
Adolescent girls (10-17 years)	51.5	48.0	57.4	51.7	49.7	52.3	54.0	49.0	49.5	56.5	52.3
Young women (18-29 years)	51.8	52.3	45.0	62.7	46.9	54.0	50.9	52.7	49.3	57.5	53.4
Women (30+ years)	10.1	9.2	11.6	10.1	9.0	10.6	9.9	10.3	9.3	11.5	11.8
No answer	0.9	0.5	2.2	0.0	1.8	0.6	0.7	1.2	1.1	0.7	0.7
Any other	1.0	0.6	1.9	0.4	1.3	0.9	1.0	1.0	0.8	1.5	1.0

About 84% of the respondents were aware about the reasons behind human trafficking. This perception varies little across the areas and groups of respondents.

Of those who claimed to know the reasons for human trafficking, 75% reported for selling human organs, followed by for employment (41%), for selling to the brothel (49%), for using as camel jockey (17%) and for domestic work (10%). Deviations in the view for selling organs were relatively less across the areas and respondent groups compared the same in the other views were noticeable across areas and respondent groups.

Table 3.62: Reasons for Human Trafficking

Reasons	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	4,755	2,538	1,424	793	1,433	3,322	2,421	2,334	2,976	1,200	579
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
For employment	40.7	39.3	45.4	36.7	36.7	42.4	40.6	40.8	38.9	46.4	38.4
For selling to the brothel	49.0	46.9	44.6	63.9	47.9	49.5	52.6	45.2	46.2	54.3	52.2
For camel jockey	17.4	17.7	11.5	27.1	10.6	20.3	20.5	14.2	14.6	21.3	23.9
For domestic work	9.6	9.6	10.8	7.1	9.2	9.7	9.7	9.5	8.4	12.6	9.5
For working as labour	11.2	12.2	8.2	13.2	6.6	13.2	12.3	10.0	7.6	14.6	22.5
For selling organs of the child	74.6	73.7	76.1	74.8	80.0	72.3	72.3	77.1	78.2	69.2	67.6
Others	2.9	2.5	3.9	2.0	1.7	3.3	2.6	3.1	3.0	2.8	2.1

Of those who claimed to know the purpose of human trafficking, 60% in Model and Comparison Thanas and 48% in Non-Model Thanas stated that victims were trafficked across border/India; around a third and near about a fifth of the respondents thought they were being sent to the Middle East and to the big cities/Dhaka within the country respectively. About; 5% felt they were being trafficked to Pakistan. About a-fifth of the respondents had no idea the place where the persons were trafficked.

Less than a-tenth, 9% in Model, 8% in Non-Model and 4% in Comparison Thanas reported that they knew of human being were trafficked and the remaining 92% had no knowledge of the place from where they were being trafficked.

Table 3.63: Knowledge about Trafficking of Human Being

Answer (yes/NO)	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,775	3,003	1,783	989	1,782	3,993	2,903	2,872	3,720	1,386	669
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	7.8	8.9	7.8	4.3	9.9	6.8	7.2	8.4	7.5	8.4	7.8
No	92.2	91.1	92.2	95.7	90.1	93.2	92.8	91.6	92.5	91.6	92.2

Of those with knowledge of locality from where human were trafficked about three quarters, 75% in Model, and 71% in Non-Model and 87% in Comparison Thanas reported adolescent

girls (10 to 17 years old) were trafficked; reported trafficking of young women and women of age 30 and over were respectively 22% and 16% in Model, 16% and 19% in Non-Model and 17% and 16% in Comparison Thanas. Reported trafficking of children was 4%.

Table 3.64: Victims of Trafficking

Victims	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	449	267	139	43	177	272	209	240	280	117	52
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Adolescent girls (10-19 years)	74.7	74.9	70.6	86.8	73.3	75.6	71.9	77.2	72.2	81.8	72.0
Young women (20-29 years)	19.5	21.5	16.7	15.8	12.7	24.0	17.9	21.0	16.5	20.0	34.0
Women (30+ years)	16.6	15.5	19.0	15.8	12.1	19.6	16.8	16.4	15.3	18.2	20.0
Children	4.3	4.0	4.8	5.3	3.0	5.2	4.6	4.1	3.5	6.4	4.0
Don't know	0.5	0.4	0.8	0.0	0.6	0.4	1.0	0.0	0.8	0.0	0.0
Any other	7.2	6.8	8.7	5.3	11.5	4.4	8.2	6.4	8.2	3.6	10.0

Possible perpetrators were: organized groups as reported by about 42% of the respondents, followed by strangers (23% Overall, 29% in Model and 16% in Comparison Thanas). Other persons responsible could be relatives (8%), travel agents/manpower agencies (8%) and mastans (6%).

Table 3.65: Possible Perpetrators of Human Trafficking

Perpetrators	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,970	3,150	1,800	1,020	1,800	4,170	2,985	2,985	3,885	1,412	673
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Relatives of the victim	8.3	8.5	8.2	7.7	6.0	9.7	9.1	7.6	8.4	7.6	9.3
Peer groups/friends	1.9	0.7	2.7	5.8	1.6	2.1	2.7	1.2	2.3	0.8	1.9
Organized groups	42.3	43.0	41.5	40.4	36.6	45.8	40.9	43.4	38.1	49.2	50.0
Travel agents and manpower business persons	7.6	9.2	5.4	5.8	2.2	11.1	7.7	7.6	3.3	16.9	11.1
Mastans	6.2	7.4	4.8	3.8	3.8	7.6	5.5	6.8	5.7	6.8	7.4
Stranger	23.4	29.0	16.3	13.5	27.9	20.5	24.1	22.7	24.7	22.9	16.7
Others	3.0	2.9	2.7	3.8	3.3	2.8	3.6	2.4	2.7	2.5	5.6
Don't know	27.4	21.0	36.7	34.6	30.6	25.3	26.4	28.3	32.1	19.5	18.5

Only 4% of the respondents thought that human trafficking was reported to police, 36% thought that it was not; the remaining 61% had no knowledge in the matter. Of those who thought trafficking was reported to the police, 30% in Model, 32% in Non-model and 46% in Comparison Thanas reported that police recorded complaints in GD and 25% in Model, 15% in Non-Model and 69% in Comparison Thanas said that police started investigation. Reported arresting of the perpetrators and rescue of the victims were both reported by a-

third of the respondents. About 5% of the respondents reported no action other than an entry in the GD was taken by the police. About a-fifth (20%) of respondents had no knowledge if anything was done.

Table 3.66: Actions Taken by the Police after Receiving Report of Human Trafficking

Actions Taken	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	215	129	72	14	97	118	122	93	137	57	21
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Recorded complains (GD entry)	32.0	30.3	32.3	46.2	31.1	32.7	34.9	28.6	28.7	37.7	38.9
Started investigation process	24.5	24.6	15.4	69.2	23.3	25.5	22.9	26.4	27.1	20.8	16.7
Arrested the perpetrators	33.0	32.8	33.8	30.8	24.4	40.0	30.3	36.3	30.2	35.8	44.4
Helped to rescue the victim	31.5	32.0	30.8	30.8	22.2	39.1	33.0	29.7	30.2	37.7	22.2
Worked with NGOs to rescue the victim	2.0	0.0	4.6	7.7	2.2	1.8	2.8	1.1	0.8	3.8	5.6
No action was taken other than GD	5.0	4.1	6.2	7.7	4.4	5.5	5.5	4.4	7.0	0.0	5.6
Don't know	19.5	18.0	23.1	15.4	28.9	11.8	15.6	24.2	24.0	9.4	16.7
Others	3.5	3.3	3.1	7.7	2.2	4.5	3.7	3.3	4.7	0.0	5.6

About 49% in Model, 38% in Non-Model and 50% in Comparison Thanas reported that some assistance was provided to the victims of trafficking while the rest held the opposite view.

Regarding type of assistance provided 66% and 28% respectively of those reporting assistance stated that victims were sent to parents/guardians and to victims own locality; respondents in other two areas were too to make any comment.

Table 3.67: Assistance Provided by Police to Rescued Victims

Type of Assistance	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	98	63	28	7	34	64	56	42	60	28	10
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Referred to NGO/ human rights organization	5.4	8.2	0.0	0.0	0.0	7.9	3.8	7.5	3.6	11.1	0.0
Sent to shelter homes operated by DSS	4.3	3.3	8.3	0.0	3.4	4.8	7.7	0.0	3.6	0.0	20.0
Returned to parent/guardian	69.6	65.6	75.0	85.7	79.3	65.1	71.2	67.5	70.9	66.7	70.0
Sent back to victim's area	30.4	27.9	33.3	42.9	27.6	31.7	28.8	32.5	27.3	40.7	20.0
Others	3.3	3.3	4.2	0.0	3.4	3.2	1.9	5.0	5.5	0.0	0.0

About 84% of the respondents –81% in Model, 84% in Non-Model and 93% in Comparison Thanas attributed greed for money was the reason for human trafficking. A-third (33%) in Model, 31% in Non-Model and 25% in Comparison Thanas thought poverty, while 32% in Model, 19% in Non-Model and, 20% in Comparison Thanas felt unemployment was the reason for human trafficking.

Drug addiction (6%), no education (8%) and lack of awareness were also cited as reasons for human trafficking.

Table 3.68: Opinion on Factors Leading to Human Trafficking

Factors	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Comparison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,775	3,003	1,783	989	1,782	3,993	2,903	2,872	3,720	1,386	669
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Poverty	31.0	33.2	30.6	24.5	30.8	31.0	32.6	29.3	28.8	35.7	33.1
Unemployment	25.9	32.0	18.6	20.4	22.7	27.3	28.0	23.8	22.3	32.0	33.3
Greed for money	83.7	80.9	83.5	92.5	85.3	82.9	81.9	85.4	84.9	82.1	80.3
Drug addiction	6.5	7.8	5.2	5.1	4.9	7.3	6.7	6.4	4.8	9.4	9.9
Social/ family conflict	1.7	2.0	1.5	1.4	0.9	2.1	2.1	1.4	1.5	2.6	1.4
Ignorance	6.3	4.5	11.0	3.2	7.6	5.7	7.1	5.4	5.6	7.2	7.8
Lack of awareness	11.4	11.0	12.8	9.9	12.3	10.9	12.6	10.1	9.6	14.6	14.8
Lack of education	7.6	5.8	11.9	5.5	8.8	7.2	9.5	5.8	6.5	8.6	11.7
Others	2.5	2.7	2.7	1.4	2.4	2.6	2.6	2.4	2.9	1.5	2.3

Table 3.69 shows the steps that a community could undertake to prevent human trafficking. About 70% of the respondents felt that raising awareness of the people and 37% felt that informing police about the suspicious persons by the community could help preventing human trafficking. The view of raising awareness of people was 67% in Model, 74% in Non-Model and 69% in Comparison Thanas while the view of informing the police was 34% in Model, 37% in Non-Model and 45% in Comparison Thanas. Raising awareness in the community - 37% in Model, 26% in Non-Model and 31% in Comparison Thanas and publicity through media coverage 20% in Model, 17% in Non Model and 18% in Comparison Thanas were also suggested to counter human trafficking. Raising the issue in meeting with commissioner and UP members was suggested by 13% in Model, 16% in Non-Model and 8% in Comparison Thanas.

Table 3.69: Views of Community on Steps to Prevent Human Trafficking

Suggested Steps	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,775	3,003	1,783	989	1,782	3,993	2,903	2,872	3,720	1,386	669
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Raise awareness of the community	32.6	36.9	26.4	30.9	22.5	37.1	36.0	29.1	27.5	39.4	46.8
Discuss in the Meeting of ward councillors/ UPs	13.3	13.1	16.4	8.4	12.5	13.7	14.7	11.9	13.5	13.3	12.5
Inform the law enforcing agencies agent about suspicious persons	37.1	34.4	37.3	44.9	36.8	37.2	38.6	35.6	37.4	36.6	36.7
Aware people of trafficking	69.9	67.8	74.3	68.6	74.1	68.0	70.9	68.9	69.4	70.9	70.5
Media coverage	18.7	20.2	16.5	18.3	13.5	21.1	20.4	17.0	16.2	23.8	22.4
Others	3.5	3.7	4.5	0.9	3.9	3.3	3.1	3.8	3.5	3.0	3.9

Views expressed by the respondents on steps that the police could take were increase vigilance (66%), followed by campaign to raise awareness in the community (58%), make queries about strangers (26%) and motivate community to report to the police (25%). Views on increased vigilance was 70% in Model, 62% in Non-Model and 57% in Comparison Thanas and that on query of strangers was 23% in Model, 26% in Non-Model and 34% in Comparison Thanas. The later two views did not vary much across the areas. Other steps that police could take were campaign through media (20%) and frequent meeting with the community (10%). There were some noticeable deviations in views across respondent groups.

Table 3.70: Possible Role of the Police in Preventing Human Trafficking

Roles	All	Sample area			Locality		Gender		Economic Category		
		Model	Non Model	Compa-rison	Rural	Urban	Male	Female	Poor	Middle	Rich
N	5,775	3,003	1,783	989	1,782	3,993	2,903	2,872	3,720	1,386	669
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Increase vigilance and patrolling	65.5	70.3	62.1	57.1	67.4	64.7	68.5	62.5	63.6	68.0	71.2
Interview strangers	25.7	22.9	25.7	34.3	26.0	25.6	30.6	20.8	25.0	26.7	27.6
Frequent meeting with community	10.2	8.3	13.8	9.1	10.5	10.0	10.8	9.5	10.4	10.2	8.4
Motivate community to report to police	25.4	24.1	26.8	26.9	24.0	26.1	27.1	23.8	24.6	28.7	23.4
Awareness building campaign	57.7	56.8	58.6	58.5	54.4	59.1	58.3	57.0	56.0	59.3	63.8
Media campaign	20.0	22.0	15.5	22.2	13.6	22.9	22.5	17.6	17.7	23.4	26.3
Others	3.5	4.0	4.3	0.8	2.5	4.0	3.6	3.5	3.2	3.8	5.1

Chapter 4
Findings of the Police Personnel Survey

4.1   General Profile of the Respondents

Altogether the police personal survey had 132 respondents distributed over 7 Model, 4 Non-Model and 2 Comparison Thanas; the respondents were selected from the pay rolls of each Thana as stated earlier. Out of 132 respondents, 15 were female, 12 were unmarried and 12 had education below SSC level; there were 4 relatively high level officers, 2 SPs and 2 ASPs. A quarter of the respondents were in service for more than two years.

As in the case of household survey, results of police personnel survey are also presented by categories or desegregated groups of respondents. Basic characteristics for desegregation considered are Area - Model, Non-Model and Comparison Thanas, Age of respondents - <30 years, 30-39 and 40 & above, Gender - Male and Female), Marital Status - Married and Unmarried, Education - level <SSC, SSC/HSC and Graduate & above, Rank of respondents – Officers and Others, Duration of Service - 10 years or below, 10-20 and above 20 years) and Duration of Service at the present police station - <1 year, 1 year and 2 years & above.

Findings of the Survey

4.2   Perception on Incidences and Type of Crime

In response to the queries about present situation of crime in the locality with reference to that of two years earlier, overwhelming majority (94%) of the police personnel respondents opined that incidences of crime is falling (including 8% who believed it is 'falling fast') and that incidences of crime are falling at a higher rate in the Model Thanas than the Comparison Thanas. Across the basic characteristics of respondents, senior officials, older respondents and persons working more than 2 years in the Police Station (PS) felt incidences of crime are falling during the last two

Graph 17: Perception on incidence of crimes in the locality compared with last two years

years. While all senior officials (100%) believed that incidences of crime have been in decline during the last two years, only about 2% of all the respondents thought that the crime rate remained unchanged.
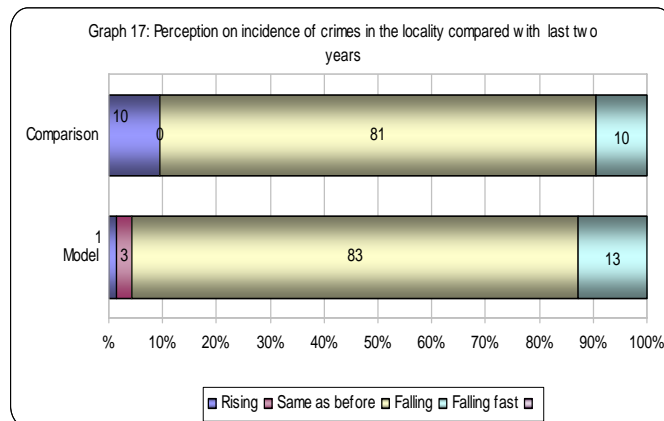
When requested to rank the crimes by occurrences, crimes occurring most frequently or frequently in the locality as reported were: drug related crimes (83%) followed by violence against women and children (56%), theft (54%), physical torture (50%), sex related crime (44%), kidnapping (19%) and murder (13%). Occurrence of murder, physical torture, drug related crime, violence against women and other crimes was much higher in Comparison Thanas, reported thefts and kidnapping were however higher in the Model Thanas.

4.3   Perpetrators of Crimes

Regarding the identity of the persons committing crimes, the police respondents opined that male criminals outnumber the female criminals by large margins. Identities of common male perpetrators were drug addicts (71%), neighbours (69%), strangers (66%) and frustrated youths (29%). The primary women perpetrators identified were neighbours (31%) followed by strangers (21%), frustrated young women (16%), drug addicts (14%) and family members (13%). Close to a quarter of the respondents identified juveniles, organized groups, powerful/influential persons among the male criminals and those among the female criminals were juveniles (7%), powerful/influential persons (8%) and organized groups (9%).

4.4   Reasons for Committing Crimes

Factors that drive persons in committing crimes are shown in Table 4.1. Most common reasons mentioned were poverty (69%), drug addiction (68%), unemployment (59%) and greed (53%). About a third of the respondents perceived that uncontrollable power (36%) and sexual desire (30%) invoked crimes. It is worth mentioning that 20% of the police felt that opportunities may also induce criminal activity. Poverty, unemployment and addiction as reasons were reported in Model Thanas was 70%, 68% and 76% of respondents respectively; the corresponding figures in Non-Model Thanas were 70%, 50% and 58% and the same in Comparison Thanas were 62%, 48% and 62% respectively. About 47% of the respondents in Model Thanas compared to 60% in Non-Model and 62% in Comparison Thanas reported greed as cause for committing crime. Reported power/influence, sex and opportunity driving to commit crime were 34%, 37% and 11% in Model Thanas respectively while the corresponding figures were 40%, 20% and 28% in Non-Model and 38%, 24% and 28% in Comparison Thanas. Frustration/despair and sudden impulse leading to committing crime were reported at 18% and 13% in Model compared to 3% and 13% in Non-Model and 10% and 33% in Comparison Thanas respectively.

Table 4.1: Perception on Main Causes of Crimes

Main causes	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Poverty	68.9	70.4	70.0	61.9
Unemployment	59.1	67.6	50.0	47.6
Opportunities	18.9	11.3	27.5	28.6
Power/influences/pressure	36.4	33.8	40.0	38.1
Sex	29.5	36.6	20.0	23.8
Frustration/despair	12.1	18.3	2.5	9.5
Addiction	68.2	76.1	57.5	61.9
Sudden impulse	15.9	12.7	12.5	33.3
Greed	53.0	46.5	60.0	61.9
Others	6.8	4.2	5.0	19.0
No answer	0.0	0.0	0.0	0.0

4.5   Perception on Juveniles involved in committing Crimes

Majority (62%) of the police opined that juveniles were involved in committing crimes and this opinion was higher in Model Thanas (76%) than in Non-Model (43%) and Comparison (52%) Thanas. The respondents felt that more males than females are involved in juvenile crimes. Views on type of crimes male juveniles commit were related to drugs (73%), theft (42%), hijacking (32%), sex (27%) and property related crimes (7%); views on crimes female juveniles commit were related to drugs (48%), sex related (26%) and property related (10%). Reported drug related crimes by male juvenile were 71% in Model, 83% in Non-Model and 73% in Comparison Thanas; theft reported were respectively 47%, 36% and 26% in Model, Non-Model and Comparison Thanas. Hijacking reported was 32% in Model Thanas as against 63% in Comparison and zero percent in Non-Model Thanas while sex related crime reported was 26% in Model Thanas compared to 55% in Non-Model and zero percent in Comparison Thanas. Murder committed by male and female juveniles were reported in Model Thanas only and stood at 3% and 6% respectively; human trafficking was reported in Model Thanas only at 3%.

Table 4.2: Juveniles' Involvement in Crimes

Answer (Yes/No)	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Yes	62.1	76.1	42.5	52.4
No	37.9	23.9	57.5	47.6

4.6   Juveniles victimized in Crimes

While juveniles were among the perpetrators of crime, nearly half of the respondents (48%) felt that the juveniles were also among the victims of crime (ref. Table 4.3); just over half - in both Comparison (52%) and Model Thanas (51%) and two-fifths of the respondents in Non-Model Thanas (40%) reported juveniles were victimized in crimes. Juvenile victimization deviated by all characteristics of the respondents.

Table 4.3: Juveniles Victimized in Crimes

Answer	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Yes	47.7	50.7	40.0	52.4
No	52.3	49.3	60.0	47.6

Juveniles victimized by type of crimes and by gender varied significantly. Among the victimized male juveniles reported victims of drugs related crimes (71%), physical tortures with physical injuries (19%), physical tortures with no physical injuries (33%) and sex related crimes (19%); female juveniles victimized were victims of sex related crimes (65%), physical tortures with physical injuries (5%), physical tortures with no physical injuries (10%)

and drug related crimes (21%). Reported victimization of sex related crimes was 58% in Model, 63% in Non-Model and 93% in Comparison Thanas and the same of drug related crime was 25%, 13% and 18% in Model, Non-Model and Comparison Thanas respectively. Reported kidnappings of male juveniles were 3% in Model and 9% in Comparison Thanas while same of female juveniles were 6% in Model and 26% in Comparison Thanas. There were noticeable variations in reported victimization of both male and female juveniles by respondents' characteristics.

The police perception about reasons for juvenile crimes were drug addiction (57%) followed by poverty (50%), unemployment (45%), lack of parents' control (34%), peer influence (32%), greed (28%), school drop out (25%), association with criminals (19%), despair (13%) and sudden impulse (11%). Reported perceptions on addiction, poverty, unemployment, greed, peer influence, lack of parental control and school drop out were all higher in Model Thanas compared to the Comparison Thanas. Respondents did show variation among themselves on reasons of juvenile crimes.

Table 4.4: Perception on Main Causes of Juvenile Crimes

Main causes	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Poverty	50.0	54.0	36.4	52.4
Unemployment	45.3	54.0	31.8	33.3
Opportunities	13.2	12.7	18.2	9.5
Power/influences/pressure	3.8	3.2	4.5	4.8
Sexual desire	27.4	25.4	31.8	28.6
Frustration/despair	13.2	15.9	13.6	4.8
Addiction	56.6	63.5	40.9	52.4
Sudden impulse	11.3	11.1	13.6	9.5
Greed	28.3	38.1	13.6	14.3
Influence of peers	32.1	34.9	36.4	19.0
Association with criminals	18.9	25.4	9.1	9.5
Association with cadres	3.8	4.8	0.0	4.8
Lack of parental care	34.0	36.5	27.3	33.3
School drop outs	25.5	27.0	40.9	4.8
Others	2.8	1.6	4.5	4.8
No idea	10.4	1.6	18.2	28.6

4.7   Source of Information on Crimes

Police get information of crimes from different sources. Main sources named are the community (78%) followed by the victims (64%), police information source (58%), police patrolling (42%), ward commissioners/UP members (24%), and senior police officers (12%), Human Rights and Non-government Organizations (9%).

Table 4.5: Sources of Crime Related Information

Sources	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Superior police officer	12.1	14.1	7.5	14.3
Victims	63.6	63.4	57.5	76.2
Community members	78.0	77.5	82.5	71.4
Police patrolling	41.7	42.3	27.5	66.7
Police sources	57.6	50.7	70.0	57.1
Ward Commissioners	24.2	25.4	20.0	28.6
NGOs	3.8	5.6	2.5	0.0
Human Rights Organization	5.3	5.6	5.0	4.8
Others	18.9	11.3	40.0	4.8
No answer	0.0	0.0	0.0	0.0

4.8   Crime Prevention

Police respondents claimed to have adopted a number of measures to control crime in the locality. The most common measure was to increase police patrolling (70%); other steps included arranging periodic meetings with the community (46%), routine monitoring of the criminals (41%), keeping record of the criminals (38%), introducing community policing (36%), taking prompt actions for investigation (31%), working with community (30%) and apprehending the criminals promptly (23%). Prompt apprehension of the criminals was more frequent in the Model Thanas than in Non-model and Comparison Thanas. Routine monitoring of criminals (44%), prompt action for investigation (31%) and prompt apprehension--of the criminals (28%) were higher in Model Thanas than the same steps, 33%, 24% and 19% respectively in the Comparison Thanas. Increased patrolling was lower in Model Thanas (63%) than in Non-Model (78%) and Comparison (76%) Thanas; Keeping record of the criminals and periodic meeting with community were also lower in Model Thanas - 34% and 37% respectively compared to 43% for the former and 57% for the later in both Non-Model and Comparison Thanas. Introduction of community policing was about 42% and working in partnership with community was about 33% in both Model and Comparison Thanas. Immediate support provided to victims was 13% in Model, 15% in Non-Model and 5% in Comparison Thanas.

Table 4.6: Steps Taken for Prevention of Crime

Steps taken	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Increase police patrol in the area	69.7	63.4	77.5	76.2
Keeping record of the criminals	37.9	33.8	42.5	42.9
Routine monitoring of criminals	40.9	43.7	40.0	33.3
Periodic meetings/Keeping close contact with the community	46.2	36.6	57.5	57.1
Introducing community policing	36.4	42.3	22.5	42.9
Police working with community in partnership	30.3	32.4	25.0	33.3
Providing immediate support to the victims	12.1	12.7	15.0	4.8
Taking prompt actions to conduct investigations	31.1	31.0	35.0	23.8
Promptly apprehending criminals	22.7	28.2	15.0	19.0
Others	7.6	5.6	15.0	0.0
No answer	0.0	0.0	0.0	0.0

4.9   Law and Order Situation

Most (96%) of the police respondents were satisfied - highly satisfied or satisfied with the law and order situation in the Thana administrative area. While all respondents in Model and Non-Model Thanas felt satisfied with law and order situation, the level of satisfaction was only upto 78% in Comparison Thanas implying nearly a-fourth (24%) were dissatisfied in Comparison Thanas. On further query about their opinion about public satisfaction with the law and order situation in the locality respondents were near unanimity that the public were satisfied - highly satisfied (16.7%) or satisfied (81.8%) with the law and order situation in all Thanas. Level of overall satisfaction was lower - about 95% in Comparison Thanas. Deviations in reported overall satisfaction regarding both police and public satisfactions were not noticeable.

Table 4.7: Level of Satisfaction on Law and Order Situation in the Thana

Respondents/Level of Satisfaction		All	Sample area		
			Model	Non Model	Comparison
No. of respondents	N	132	71	40	21
	%	100.0	100.0	100.0	100.0
Perception of police	Highly satisfied	25.8	25.4	22.5	33.3
	Satisfied	70.5	74.6	77.5	42.9
	Dissatisfied	3.8	0.0	0.0	23.8
Perceived public opinion by police	Highly satisfied	16.7	16.9	17.5	14.3
	Satisfied	81.8	81.7	82.5	81.0
	Dissatisfied	1.5	1.4	0.0	4.8

The steps needed to improve the present law and order situation as recommended are shown in Table 4.8 which include: increasing size of the police force (92%), equipping police with needed equipment (83%), non-interference in police activities by powerful persons (41%), increasing public awareness (41%) and allowing the police force to work impartially (25%).

Table 4.8: Steps Needed to Improve the Law and Order Situation

Steps needed to improve the law and order situation	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Increase the size of police force	91.7	90.1	92.5	95.2
Equip police with adequate logistic support	83.3	77.5	87.5	95.2
Allow the police to act impartially	25.0	31.0	20.0	14.3
Police remain outside of influence by powerful	40.9	35.2	40.0	61.9
Police take lawful action at an appropriate time	12.9	12.7	12.5	14.3
Police implement legal order promptly	17.4	18.3	10.0	28.6
Increase public awareness	40.9	47.9	40.0	19.0
Launch programs in the schools	4.5	2.8	10.0	0.0
Others	19.7	16.9	30.0	9.5
No answer	0.0	0.0	0.0	0.0

In response to the query about the type of cooperation police received from the community to maintain law and order, assistance of the local people in apprehending the criminal (61%) topped the list followed by assistance in pursuing and apprehending the criminals (53%), help in apprehension of the criminals (44%), providing of information (43%), moral support (29%), assistance to recover stolen goods (28%) and evidences on crime (21%). Only a few (6%) stated that the community helped with evidences as witness to the crime during investigation for justice. Though there was no trace of any noticeable trend there were considerable differences between the areas and between respondents by categories regarding type of assistance police received.

Of the policemen interviewed, majority of them– 92% in Model, 83% in Non-Model and 76% in Comparison Thanas thought that they needed to work in collaboration with government and non-government organizations to prevent crime. Police should work in collaboration with the community (75%) followed by civil society (59%), representatives of the local government (54%), NGOs (42%), media (39%) and Judicial department (22%). Working with community was indicated by about 79% in both Model and Non-Model Thanas compared to 56% in Comparison Thanas; it showed an increasing trend by age of the respondents. Working with all other agencies in Model Thanas were higher than that in Comparison Thanas except for working with other government organizations and justice sector where the respondents in Comparison Thanas exceeded those in Model Thanas.

Table 4.9: GO/NGOs Collaborating for Prevention of Crimes

Type of Govt./NGO agencies	All	Sample area		
		Model	Non Model	Comparison
N	114	65	33	16
%	100.0	100.0	100.0	100.0
Other Ministry/Government Dept.	15.8	12.3	15.2	31.3
Other agencies in the broader justice sector	21.9	16.9	21.2	43.8
Civil society	58.8	50.8	78.8	50.0
NGO	42.1	43.1	45.5	31.3
Media	39.5	43.1	36.4	31.3
Development partners	11.4	12.3	9.1	12.5
Community members	75.4	78.5	78.8	56.3
Local Govt. representatives	43.9	44.6	54.5	18.8
Business community	16.7	20.0	9.1	18.8
Educational institutions	11.4	10.8	15.2	6.3
Others	7.9	4.6	18.2	0.0

4.10   Interference faced by the Police in Discharging Responsibilities

Nearly two-thirds (64%) of the police respondents reported that they faced political, social pressure and interference of the political leaders while discharging their responsibilities. Reported interference was 55% in Model, 75% in Non-Model and 71% in Comparison Thanas. There were some differences among the respondents regarding pressure and interference on police activities. In reply to query about the source of interference, an overwhelming majority (83%) reported interference by political leaders, followed by local pressure groups (50%), social elites (48%) and superior officers (33%). Table 4.10 shows that interferences of political leaders (74%) and local pressure groups (39%) in Model Thanas both were lower than those (87%) and (60%) in Comparison Thanas. However, interference by superior officers (41%) in Model Thanas was higher than that (33%) in Comparison Thanas and interference of the social elites was about even (40%) in the two areas. Interference of the media was reported at 15% in Model and 7% in Comparison Thanas.

Table 4.10: Type of Influences or Pressure Faced in Discharging Duties

Types of influences or pressure faced in discharging duties	All	Sample area		
		Model	Non Model	Comparison
N	84	39	30	15
%	100.0	100.0	100.0	100.0
Political leaders/cadres	83.3	74.4	93.3	86.7
Social elites	47.6	41.0	60.0	40.0
Magistracy	7.1	12.8	3.3	0.0
Media	10.7	15.4	6.7	6.7
Mastans	3.6	5.1	0.0	6.7
Threats of litigation	1.2	0.0	3.3	0.0
Fear of being implicated in false cases	0.0	0.0	0.0	0.0
Local pressure groups	50.0	38.5	60.0	60.0
Superior Officers	33.3	41.0	23.3	33.3
Others	2.4	5.1	0.0	0.0

In order to curve out interference from various sources in discharging police responsibilities a number of measures were put forward. The main measures suggested were commitment of the government not to interfere (53%), motivation of politicians and local leaders not to interfere (51%), decentralization of the police administration (42%), and make the police commission autonomous (38%) and transparency and accountability of police (51%). Of the measures suggested above the first four views were higher in Comparison Thanas than in Model Thanas while the view on the fifth was even in Model and Comparison Thanas. Other important measures suggested were technical supervision, increased public association, publicity through media (20% for all three), creating community police and creating data base (just under 10% for both). Views on measures differed by categories of respondents.

Table 4.11: Opinion on Measures to Make Police More Effective

Measures suggested	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Political commitment of the government	53.4	54.9	46.2	61.9
Motivating politicians/local leaders not to interfere	51.1	45.1	64.1	47.6
Making police commission autonomous	38.2	32.4	48.7	38.1
Decentralizing the police	42.0	40.8	38.5	52.4
Creating community police	8.4	5.6	15.4	4.8
Establishing impartial community watchdog	2.3	4.2	0.0	0.0
Intensive monitoring by independent bodies	3.8	4.2	2.6	4.8
Technical supervision	19.1	15.5	25.6	19.0
Increasing public association	21.4	28.2	17.9	4.8
Creation of data base	9.2	11.3	7.7	4.8
Media publicity	19.8	23.9	12.8	19.0
Transparency and Accountability	51.1	43.7	69.2	42.9
Establish community supervision or involvement	6.1	0.0	10.3	19.0
Others	6.9	8.5	5.1	4.8
None	1.5	1.4	0.0	4.8

4.11   Investigation, Operation and Prosecution

Activities performed by the police at the place of crime occurrence are shown in Table 4.12. The activities included arresting the offenders (79%) in Model Thanas compared to 65% and 50% in the other two areas – Non-Model and Comparison Thanas, finding witnesses (56%) in Model Thanas compared to 73% and 78% in Non-Model and Comparison Thanas, collecting evidences 63% in Model Thanas compared to 50% in both in Non-Model and Comparison Thanas, and maintenance of the evidence 42% in Model Thanas compared to 48% and 72% in Non-Model and Comparison Thanas, recording details of the crime was 45% in Model Thanas compared to 38% and 28% in Non-Model and Comparison Thanas, getting appraisal of the community was 27% in Model compared to 37% and 33% in Non-Model and Comparison Thanas and assisting the victim were 44% in Model, 25% in Non-Model and 18% in Comparison Thanas. There were differences between areas and respondents regarding activities undertaken by the police. Only 6% of the respondents recorded cognizable crimes while the rest (94%) reported that both cognizable and non-cognizable crimes were recorded by them.

Table 4.12: Activities during Visit to a Place of Occurrence of Crime

Activities	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Arrest offender	70.5	78.9	65.0	50.0
Find witnesses	64.3	56.3	72.5	77.8
Collect evidences	57.4	63.4	50.0	50.0
Assist the victim	34.1	43.7	25.0	16.7
Get appraisal of the event from the community	37.2	26.8	57.5	33.3
Record details of crime	40.3	45.1	37.5	27.8
Identify and maintain evidence	48.1	42.3	47.5	72.2
Protect the crime scene	23.3	18.3	30.0	27.8
Others	5.4	5.6	2.5	11.1
No answer	0.0	0.0	0.0	0.0

Actions taken by the police on receiving the last crime report were visit the place of occurrence (38%), initiate investigation (34%), contact the victims and their guardians (33%), assist victims to obtain medical care (28%), identify and take the criminals to custody (28%), maintain evidences (15%), refer victims for medical examination (14%) and frame charge-sheets (11%). Initiation of investigation, taking the criminals, assisting victims to get medical care and referring victims for medical examination were much higher in Model than in the Comparison Thanas.

Table 4.13: Actions Taken After Receiving the Crime Report

Actions taken	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Visit place of occurrences immediately	38.2	38.2	34.2	47.1
Contact victims and guardians	33.3	33.8	31.6	35.3
Provide protection to the victims	12.2	11.8	13.2	11.8
Refer to victim support organization for help	9.8	7.4	15.8	5.9
Refer for medical examination	13.8	13.2	18.4	5.9
Assist to obtain medical care	28.5	25.0	42.1	11.8
Identify and preserve evidences	15.4	19.1	7.9	17.6
Initiate investigations	34.1	38.2	36.8	11.8
Identify and take into custody the criminals	27.6	38.2	21.1	0.0
Frame charge sheet	10.6	10.3	10.5	11.8
Others	13.0	7.4	28.9	0.0

4.12   Awareness of Victim Support Organization (VSO)

Nearly two-thirds, 70% in Model, 50% in Non-Model and 61% in Comparison Thanas of the police are aware of the presence of Victim Support Organization (VSO) in the locality. Among those who were aware of VSOs nearly two-fifths (39%) sent victims to the VSOs. Victims sent to VSOs were proportionately higher in the Model Thanas (48%) than in the

Non-Model (25%) and Comparison Thanas (27%). Elderly more educated and in service for 11 to 20 years appeared to have more victims to VSOs.

4.13   Perception of Victims' Satisfaction with Police Support

Police respondents perceived that about 95% of both male and female victims were satisfied - highly satisfied or satisfied together with the support they received from the police. Vast majority of the respondents, 94% in Model, 78% in Non-Model and 81% in Comparison Thanas – Overall 87% held the opinion that attitude and behaviour of the police

Female Victims Level of Satisfaction About Receiving Police Support

	Highly satisfied	Satisfied	Dissatisfied
Comparison	17	72	11
Model	23	73	5

Male Victims Level of Satisfaction About Receiving Police Support

	Highly satisfied	Satisfied	Dissatisfied
Comparison	22	72	6
Model	29	65	6
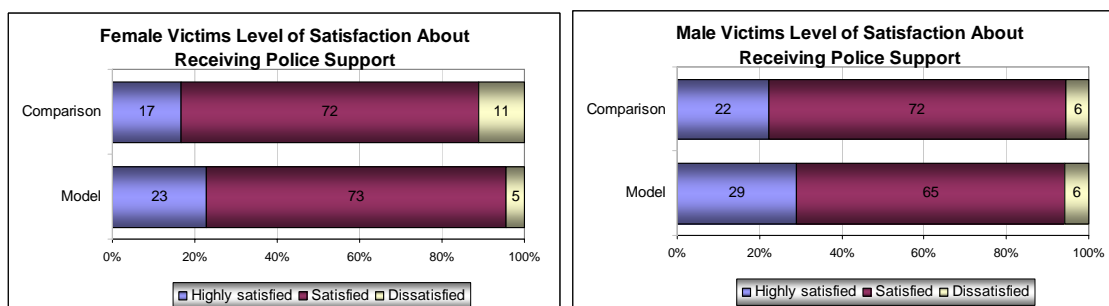
towards victimized women and girls need to be changed. Measures to improve police attitude and behaviour towards victimized women and girls are training (76%), salary increase (43%), increased police-community interaction (36%), motivation of police (34%) and reward and punishment (30%).

4.14   Most Recent Crime Investigation

The most recent (last) crimes that police investigated were violence against women (23%), drug related cases (15%), theft (11%), murder (5%), *dacoity* and arms related cases (2% each). Drug related cases were 18%, 13% and 5% in Model, Non-Model Comparison Thanas respectively while reported violence against women was 21% in both Model and Non-Model Thanas and 38% in Comparison Thanas. It appears that violence against women cases were reported higher by female, more educated, high ranking respondents and respondents stationed in a location for more than 2 years.

Table 4.14: Record of Most Recent (last) Investigation Completed

Investigation completed by type of crime	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Theft	10.9	14.1	2.6	15.8
Dacoity	2.3	2.8	2.6	0.0
Murder	5.4	2.8	10.3	5.3
Drug related case	14.7	18.3	12.8	5.3
Arms related case	1.6	2.8	0.0	0.0
Violation against women	23.3	21.1	20.5	36.8
Child abuse	0.8	0.0	2.6	0.0
Others	41.1	38.0	48.7	36.8

4.15   Time Elapsed between Occurrence of Crime and Police receiving the Report of Crime and Completing Investigation

Time elapsed between occurrence of crime and police receiving report shows that about 23% in Model, 55% in Non-Model, 33% in Comparison Thanas and overall a third (34%) of the respondents received report of the occurrence of crime within 2 hours; another 21% in Model, 10% in Non-Model, 5% in Comparison Thanas and Overall 15% reported to have received the report between 2-4 hours following the occurrence of the crimes. Three quarters (75%) of the respondents in Model, 78% in Non-Model and 80% in Comparison Thanas reported that they received information regarding crimes in a day; Overall 78% of the respondents stated that it took upto a day to receive information on crime events. Te rest of the respondents thought that it took 2 days or more to receive report of crimes. Average time to inform the police was 40 hours - higher in the Model Thanas (46 hours) than in the Non-Model Thanas (39 hours) and Comparison Thanas (only 24 hours).

Time taken by the police to visit the crime spot and complete investigation shows that just over half (52%) in all areas, 49% in Model and 48% in Comparison Thanas reported visiting the crime spot within 2 hours and another 21% Overall, 23% in Model and 19% in Comparison Thanas reported reaching the spots in 2-4 hours. About 86% in Model and 80% in Comparison Thanas they visited the crime spot in a day; altogether 90% in Model and 80% in Comparison Thanas of respondents completed visit to the crime spot in 2 or more days. About 6% and 19 of the respondents in the Model and Comparison areas respectively did not respond to the query on time to visit the crime spot. Reported time to visit the crime place appeared to be longer among the female police personnel, younger police personnel (age less than 30 years), OC/Sub-inspectors and respondents in service for 11 to 20 years.

Average time taken by the police to visit the crime spots was 15 hours; 19 hours in Model Thanas compared to only 2 hours in Comparison Thanas. Investigation of crime took longer time. Investigation completed within 2 months was reported by 14% in Model, 35% in Non-Model and 5% in Comparison Thanas – overall by 19% of the respondents; it took upto a year to complete investigation was reported by 55%, 65% and 54% of the respondents in Model, Non-Model and Comparison Thanas respectively. About 10% of the respondents in all areas reported that investigation required more than 2 years to complete and about a-fifth (20%) of the respondents did not answer the query. Average time to complete investigation was 13 months- much longer in the Non-model Thanas (23 months) than in the Model and the Comparison Thanas (8 months). A higher proportion of the least educated and those in service for more than 20 years reported that investigation was completed within 2 months.

4.16   Cases Investigated during the Last Two Years and Level of Satisfaction

Police respondents were asked about the major criminal cases they investigated in the last two years and their level of satisfaction with investigation. Nearly two-thirds (63%) and more than half (56%) of the respondents were respectively involved in drug related and violence against women cases. Overall level of satisfaction in drug related cases was 95% in Model,

93% in Non-Model and 62% in Comparison Thanas and with the rest in each area reported that they were dissatisfied or highly dissatisfied. Among those who were involved in investigation of violence against women 94% in Model and nearly 80% in both Non-Model and Comparison Thanas were satisfied or highly satisfied and the rest were dissatisfied or highly dissatisfied. About 63% of the respondents investigated theft cases in the last two years and nearly a-fourth of them were highly satisfied (22%) and two-third (65%) were satisfied, thus bringing the overall number of satisfied at 87%. One-fifth (21%) of the respondents investigated *dacoity* cases and 85% of them were either highly satisfied or satisfied. In Comparison Thanas less than a-third of the respondents investigated *dacoity* cases and 60% of them were just satisfied and the other 40% were highly dissatisfied or dissatisfied. Close to one-fourth (23%) of the respondents were involved in investigation of murder in Model Thanas and 90% of them were satisfied or highly satisfied; in Comparison Thanas a third of the respondents were dissatisfied or highly dissatisfied. Respondents investigating arms related cases were 12% and those investigating violence against children were 16%. Reported level of satisfaction in arms related cases was total (100%) and the same was case with violence against children which was again 100% in Model and Non-Model Thanas and only a-third (33%) in Comparison Thanas. Respondents investigated human trafficking were 2%, while 3% reported to have investigated throwing of acid. Level of satisfaction in human trafficking cases was 67% and that in acid throwing cases was 25%.

4.17   Obstacles Faced by Police to Visit Crime Spots

Regarding obstacles faced by the police to visit the crime-spot on time, 90% mentioned lack of transport, followed by manpower shortage (62%), preoccupation with other works (17%), lack of quick approval of the supervisor (5%) and procedural negligence (5%). Half of the high ranking officials reported both procedural negligence and lack of logistical support as impediments to visit the places of crimes. Female respondent reported lack of quick approval for investigation.

Table 4.16: Obstacles to Reach the Place of Crime Occurrence

Type of Obstacle	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Procedural negligence	4.7	8.6	0.0	0.0
Quick approval from supervisor	5.5	7.1	2.5	5.6
Preoccupation with other works	17.2	21.4	12.5	11.1
Lack of Logistics support/ transport	89.8	84.3	97.5	94.4
Manpower shortage	62.5	61.4	65.0	61.1
Other influences	0.0	0.0	0.0	0.0
Others	9.4	7.1	15.0	5.6
No obstacle faced	7.8	12.9	2.5	0.0

4.18   Human Resources and Training

Table 4.17 shows that overall level of satisfaction –satisfied and highly satisfied with recruitment as indicated by 85% in both Model and Non-Model Thanas and 81% respondents in Comparison Thanas; with regard to transfer percentages were 72, 70 and 67 respectively in Model, Non-Model and Comparison Thanas and the same with promotion were 74%, 68% and 62% respectively in Model, Non-Model and Comparison Thanas. Female respondents expressed dissatisfaction more with all the three – recruitment, transfer and promotion, while the younger respondents expressed dissatisfaction with promotion. Overall satisfaction with operational procedure followed in police services was 68% in both Model and Non-Model Thanas and 76% in Comparison Thanas. There were differences in both satisfaction and dissatisfaction with procedure among the respondents. More than a quarter of the respondents were either dissatisfied or highly dissatisfied with promotion and transfer.

Table 4.17: Level of Satisfactions on Procedures Followed in Police Service

Level of satisfaction		All	Sample area		
			Model	Non Model	Comparison
No. of respondents	N	132	71	40	21
	%	100.0	100.0	100.0	100.0
Recruitments	Highly satisfied	21.2	14.1	25.0	38.1
	Satisfied	62.9	70.4	60.0	42.9
	Dissatisfied	10.6	9.9	7.5	19.0
	Highly dissatisfied	4.5	5.6	5.0	0.0
	No answer	0.8	0.0	2.5	0.0
Transfers	Highly satisfied	17.4	9.9	22.5	33.3
	Satisfied	53.0	62.0	47.5	33.3
	Dissatisfied	15.9	14.1	10.0	33.3
	Highly dissatisfied	12.9	14.1	17.5	0.0
	No answer	0.8	0.0	2.5	0.0
Promotions	Highly satisfied	12.9	7.0	20.0	19.0
	Satisfied	57.6	67.6	47.5	42.9
	Dissatisfied	12.1	8.5	12.5	23.8
	Highly dissatisfied	16.7	16.9	17.5	14.3
	No answer	0.8	0.0	2.5	0.0
Standard operating procedures	Highly satisfied	17.4	18.3	15.0	19.0
	Satisfied	52.3	50.7	52.5	57.1
	Dissatisfied	26.5	26.8	30.0	19.0
	Highly dissatisfied	2.3	2.8	2.5	0.0
	Others	1.5	1.4	0.0	4.8

4.19   Responsibilities of the Police

Regarding the responsibilities of the police almost all respondents (98%) stated that maintenance of law and order was the priority, followed by prevention of crime (86%), ensuring public safety (67%), protect life and property (65%), detection of crimes (63%) and ensuring impartial investigation (43%). Other responsibilities mentioned were submitting report to the court for justice (29%), ensuring punishment of criminals (28%), establish community partnership (28%), reducing incidences of crime (18%) and ensuring fair trial (16%). Submitting report to the court for justice (27%), ensuring fair trial (17%), ensuring fair investigation (45%) and controlling incidences of crime (19%) in Model Thanas appeared to be higher than the same – 14%, 10%, 33% and 10% respectively in the Comparison Thanas. Ensuring punishment of the criminals also appeared to be higher in Model Thanas

(28%) compared to that in Comparison Thanas (14%) while protection of life and property and ensuring public safety were reported higher in the later. Other major responsibilities of the police include routine patrolling (66%), arresting the accused and interrogating (58%), conducting investigation (50%), search for criminals (41%) and preparation of FIR (40%). Still other important assignments and responsibilities of the police were detection of criminals (39%), visiting the crime scene and maintenance of evidences (both 20%), framing appropriate charge sheet and preparing statements (both 22%) ensuring presence of witnesses (24%), presentation of facts about witnesses (19%) and reporting to the court for trial (24%). Except for routine patrolling and FIR, respondents reporting for all other responsibilities were higher in Model Thanas than in Comparison Thanas.

Table 4.18: Job Responsibilities in Police Services

Job responsibilities	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Maintain law and order	97.7	100.0	92.5	100.0
Prevent crime	85.6	81.7	95.0	81.0
Detect crimes	62.9	64.8	60.0	61.9
Report to court for justice	28.8	26.8	40.0	14.3
Establish community partnership	28.0	25.4	35.0	23.8
Manage Traffic	9.8	5.6	15.0	14.3
Protect life and property	65.2	63.4	65.0	71.4
Reduce incidences of crimes	18.2	19.7	20.0	9.5
Ensure fair investigations	43.2	45.1	45.0	33.3
Ensure fair trail	15.9	16.9	17.5	9.5
Ensure punishment of criminals	28.0	28.2	35.0	14.3
Ensure public safety	66.7	66.2	62.5	76.2
Others	11.4	11.3	12.5	9.5

In response to the query about the nature of supervision by the superiors 81% of the police respondents stated that discussions on assignment and activities and 60% mentioned reviewing of reports were held with the superiors. Reviewing of reports was 52% in Model Thanas compared that of 76% in Comparison Thanas; non-review of work and report was mentioned in 10% of Model and 5% of Comparison Thanas. Overall 86% of the respondents - 90% in Model, 83% in Non-model and 76% in Comparison Thanas stated that their performances are regularly evaluated while the rest reported negatively in the matter. Female respondents reported higher regarding performance evaluation.

4.20   Satisfaction with Salary

Nine out of ten (89%) of the respondents were either dissatisfied or highly dissatisfied with their present salary, with minor differences across the areas and basic characteristics of the respondents. On the contrary, a large majority of them (87%) admitted receiving incentives for good performances/ work;

Graph 19: Level of stisfaction with salary
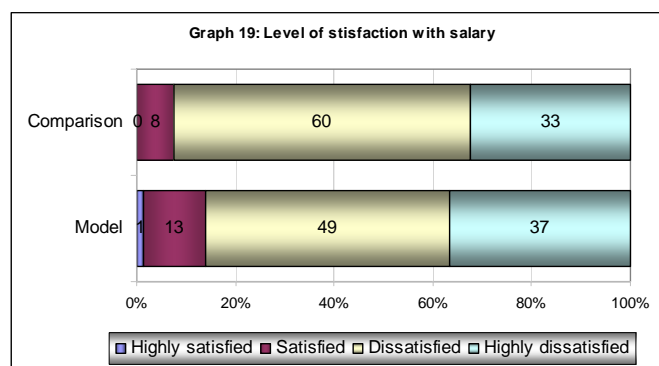
incentives received was higher in Model and Non-Model Thana areas (about 90%) compared to that in Comparison areas (76%) and by elderly, ranked, respondents with service more than 20 years. Receipt of incentives was lowest among the female respondents.

4.21   In-service Training

More than 92% of police respondents received in-service training and 90% or more of recipients of training were either highly satisfied or satisfied with training received. Nearly 90% of them reported satisfaction with application of the training received. About 93% of the respondents recommended further training for improving skills and performances and nearly all of them strongly or very strongly recommended further training. Among areas and skills recommended for training were crime prevention strategies (55%), use of arms (46%), use of computer technology (42%), development of skills in investigation (37%), laws related to policing and police functions (32%), physical training (28%), identification of crimes and criminals (28%), handling political violence (26%) and community partnership (22%).

Table 4.19: Training Received, Level of Satisfaction and Application Training in Work

Satisfaction Level on Training received		All	Sample area		
			Model	Non Model	Comparison
No. of respondents	N	132	71	40	21
	%	100.0	100.0	100.0	100.0
In-service training	Yes	92.4	94.4	90.0	90.5
	No	7.6	5.6	10.0	9.5
Level of satisfaction with training	Highly satisfied	16.4	19.4	11.1	15.8
	Satisfied	74.6	70.1	77.8	84.2
	Dissatisfied	8.2	10.4	8.3	0.0
	Highly dissatisfied	0.8	0.0	2.8	0.0
Level of satisfaction with application of training in work	Highly satisfied	17.2	19.4	8.3	26.3
	Satisfied	72.1	68.7	77.8	73.7
	Dissatisfied	9.8	11.9	11.1	0.0
	Highly dissatisfied	0.8	0.0	2.8	0.0

4.22   Knowledge of Gender Guideline

About three out of four police respondents (74%) Overall, 80% in Model, 51% in Non-Model and 81% in Comparison Thanas claimed to have knowledge of the Gender Guidelines for the police. Seventy three percent male respondents as against 80% of their female counterparts were found to know the guidelines. The main sources of knowledge on Gender Guidelines were training or orientation sessions (58%), office circulars (39%), colleagues (24%) and supervisors (6%).

4.23   Oversight and Strategies

When asked about the vision of police service, 86% of the respondents stated that the police service was for the benefit of the public, 41% thought of professionalism, 21% thought of the community interest and 17% mentioned for upholding gender equity. Regarding the mission of police service the respondents stated about ten or more activities. When queried specifically about the mission of the Police, 96% of the respondents stated maintenance of law and order, 80% stated prevention of crime, 68% thought ensuring

security of life and property, 51% felt ensuring public safety, 38% said detecting crimes and 35% considered ensuring fair investigation; other missions stated by around a quarter of the respondents were report to the court for justice, ensuring impartial trial, ensuring punishment of the criminals and establishment of community police in the locality. Controlling crimes (16%) and traffic management were also mentioned among the missions of the police. Related to core functions of the police maintenance of security in the locality was reported by as high as 95% of the respondents, followed by identifying the criminals (61%), conducting fair investigation (60%), recording GD/FIR (50%), assisting the victims stated by 36% and increasing contact with community stated by 33%. Among other core functions prompt services to protect women and children (17%), close monitoring (11%) and conduct court cases were also stated. Some differences across the areas and the characteristics of the respondents were noticed in all three – vision, mission and core function of police service.

Three-fourths (74%) of the police respondents stressed that career planning in police service was most important, while the remaining one-fourth said it was important. In their view, potential benefits of career planning were development of professionalism (73%), rationalized posting, transfer and promotion (68%), training for development of skills (50%), maintenance of quality in service (40%) and reduced intra-service conflicts (27%). There were some differences across the areas and characteristics of the respondents regarding impacts of career planning in police service.

Table 4.20: Impact of Career Planning on the Performance of the Police

Type of Impact	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Enhance specialization and professionalism	73.3	67.6	82.1	76.2
Rationalize posting transfer and promotions	67.9	77.5	56.4	57.1
Emphasis on training and development of skills	50.4	46.5	53.8	57.1
Help maintenance of quality of services	40.5	46.5	28.2	42.9
Reducing intra service conflicts and squabbles	27.5	32.4	28.2	9.5
Others	1.5	1.4	0.0	4.8

4.24   Women in Police Service

Almost all (93%) police respondents supported recruitment of women in police service. Views on expectant size of women in police force however varied across the respondents. One-fourth of the police respondents opined that proportion of men and women in police service should be even, 16% opined that women in police service should be two-thirds of the male and 21% opined that number of women police be even less- 50% of male in police service. Less than 1 in 10 (6%) opined to recruit women in the police service should be on the basis of merit only. About the responsibilities that may be given to women police, 27% of the respondents Overall, 16% in both Model and Comparison Thanas opined same responsibilities for both males and females in police service; as to other roles for the women police 45% of the respondents felt they may be engaged to protect interest of female victims, 35% felt women police be assigned to look after the female violators of law, 32%

thought that they could help in investigation of women criminals and about a-fifth (19%) felt they may be assigned responsibilities according to their capability. About 20% of the respondents thought male and female police should have different responsibilities. Overall satisfaction – satisfied or highly satisfied with services of the women police was 83%; reported satisfaction was more than 80% across all areas. It appears that just around 5% of the respondents had a relative (person) in police service.

Table 4.21: Opinion about Proportion of Women in Police Service

Opinion	All	Sample area		
		Model	Non Model	Comparison
N	123	64	38	21
%	100.0	100.0	100.0	100.0
Proportion of male and female police should be equal	25.2	26.6	23.7	23.8
Proportion of women should be two thirds of the male police	16.3	23.4	5.3	14.3
Proportion of women should be 50% of the male police	8.1	6.3	13.2	4.8
Proportion of women should be less than 50% of male police	21.1	14.1	34.2	19.0
Proportion of women should comprise 10% or less	17.9	20.3	13.2	19.0
Recruit women only on merit	5.7	6.3	5.3	4.8
Others	7.3	4.7	7.9	14.3

4.25   Establishment of a 'Hot Line' to Register Complaints against the Police

Most of the police respondents, about 90% supported the idea of a 'Hotline' in place to complain against the police. They think that it should be placed at the district level police office (74%), shown in Table 4.22, while a lesser proportion felt that it should be at the police head quarters (28%).

Table 4.22: Opinion on Establishment of Police Hotline to Register Complaint against Police

Opinion		All	Sample area		
			Model	Non Model	Comparison
No. of respondents	N	132	71	40	21
	%	100.0	100.0	100.0	100.0
Opinion on establishment of police hotline to register complaint against police	Very strongly recommend	46.2	36.6	52.5	66.7
	Strongly recommend	40.9	50.7	30.0	28.6
	Recommend	3.0	2.8	2.5	4.8
	Barely recommend	0.8	1.4	0.0	0.0
	No need	9.1	8.5	15.0	0.0
Place of establishment of hotline	At the level of SP/DC police for the entire district level	74.2	75.4	73.5	71.4
	At HQ level	28.3	32.3	23.5	23.8
	Others	4.2	0.0	11.8	4.8

4.26   Special Measure to Protect Women and Girl Victims

In response to the query whether police should take any special measures for the safety of women and girl victims, majority opined for taking prompt actions following the occurrence of crime (62%); among the measures suggested, identifying the crime perpetrators was 57%, ensuring safe custody of the victims was 45%, assisting the victim to obtain legal aids was 33% and assisting the victims for treatment was also recommended by 16%. While

identification of the criminals reported in Model Thanas (52%) was lower than that in Comparison Thanas (61%), assisting the victims to get legal aid (32%) and ensuring safe custody (52%) in Model Thanas were higher compared to that of 29% and 43% respectively in Comparison Thanas. Steps suggested for reducing violence against women and girls in view of the respondents were apprehending the criminals (72%), prompt recording of the complaints (51%), prompt delivering of the charge sheet (34%), making women and girls aware of frequent and specific crimes (29%), holding motivational meeting in the locality (25%) and keeping records of the criminals (17%). Respondents advocating awareness (32%) and holding motivational meeting in the locality (28%) were higher in Model Thanas compared that (19% for both) in Comparison Thanas even though step to record complaints in Comparison Thanas (57%) was more than that (49%) in Model Thanas.

Table 4.23: Steps to Reduce Violence against Women and Girls

Steps suggested	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Prompt recording complaint of crimes	51.5	49.3	52.5	57.1
Prompt preparing of charge sheet	34.1	40.8	17.5	42.9
Keeping records on criminals	17.4	18.3	17.5	14.3
Apprehending the perpetrators	72.0	70.4	77.5	66.7
Avoiding pressures from the local influential persons	12.9	14.1	15.0	4.8
Awareness of the specific and frequent crimes	29.5	32.4	30.0	19.0
Conducting motivational meetings in the locality	25.0	28.2	22.5	19.0
Others	9.8	5.6	7.5	28.6

4.27   Main Activities with which the Police remain Preoccupied

Table 4.24 shows that in general the police remained preoccupied with ensuring public safety (84%), managing and controlling political violence (46%), protocol duties to protect VIPs (40%), maintenance of security in specific place (16%) and managing labour and students protests (15%). Views for protocol and protection of VIPs and providing security in specific places in Comparison Thanas were much higher than that in Model Thanas on the contrary the views on ensuring public safety in Model Thanas exceeded that in Comparison Thanas by a large margin. Views expressed by female respondents on the issues were relatively higher than their male counterparts.

Table 4.24: Activities with which Police Remain Preoccupied

Type of Duty	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Duties on protocol and protection of VIPs	40.2	46.5	17.5	61.9
Duties to manage, control political violence	46.2	52.1	35.0	47.6
Duties to ensure other public safety situations	84.1	84.5	92.5	66.7
Duties related to manage labour and student protests	15.2	19.7	5.0	19.0
Providing security in specific places only	15.9	12.7	17.5	23.8
Others	14.4	14.1	7.5	28.6

4.28   Desired Responsibilities and Code of Ethics for the Police

The desired responsibilities of the police, in view of the respondents, should be to ensure law and order (93%), controlling crimes (92%), ensure sufficient patrolling in the locality (48%), ensure access to justice (35%), monitor activities of the criminals (30%), protect the weak and the vulnerable (30%), maintain list of criminals (24%), work with community (27%), resolve disputes (20%) and protect citizens from hijacking (21%). Still other desired responsibilities stated by 10% or more were protection of key places, protection of arms and ammunition, protection of women physically and protection of women and children from trafficking. There were deviations related to desired responsibilities between areas as well as between respondents by characteristics.

Table 4.25: Desirable and Preferred Responsibilities of the Police

Desired and Preferred responsibilities	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Preventing and controlling crimes	91.6	90.1	95.0	90.0
Ensuring law and order	93.1	91.5	92.5	100.0
Keeping close watch over the criminals	29.8	33.8	27.5	20.0
Ensuring sufficient patrolling in the area	48.1	47.9	55.0	35.0
Providing general assistance and advice	14.5	15.5	15.0	10.0
Identifying the criminals and to enlist them	19.8	19.7	25.0	10.0
Resolving disputes	20.6	19.7	25.0	15.0
Marinating list of criminals	23.7	23.9	27.5	15.0
Maintaining security of key places and persons	9.9	7.0	17.5	5.0
Maintaining security of arms and ammunition	12.2	16.9	10.0	0.0
Ensuring access to justice	35.1	26.8	57.5	20.0
Prompt Implementation of court orders	3.8	5.6	0.0	5.0
Working with community	26.7	29.6	30.0	10.0
Protecting the weak and the vulnerable	29.8	26.8	37.5	25.0
Protecting citizens from hijacking	19.8	18.3	17.5	30.0
Preventing car jacking	5.3	5.6	2.5	10.0
Protection to women- physical and movement security	13.7	14.1	10.0	20.0
Prevention of child and women trafficking and kidnapping	14.5	16.9	10.0	15.0
Miscellaneous	3.1	5.6	0.0	0.0

Four out of every five police respondents (81%) opined that introduction of code of ethics was essential; the rest (19%) thought code ethics was required but stressed with less emphasis. The desired essential elements in the proposed code of ethics are shown in Table 4.26. The main elements were honesty (93%), neutrality (80%), integrity (73%), respect and care (37%), and respect of the elderly, culture, religion and gender (17%).

Table 4.26: Element of Proposed Code of Ethics

Ethics	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Honesty	93.2	93.0	92.5	95.2
Integrity	73.5	71.8	70.0	85.7
Impartiality	80.3	80.3	90.0	61.9
Respect and care	37.1	36.6	37.5	38.1
Respectful age, ethnicity, religion and gender diversity	16.7	14.1	12.5	33.3
Policing by consent	5.3	2.8	12.5	0.0
Equity of concerns for rich and poor	6.1	9.9	0.0	4.8
Equity of concerns for men and women	6.1	11.3	0.0	0.0

Community policing to prevent crime was recommended very strongly by 47%, strongly by 42% - by nearly 90% in all three areas; another 8% recommended community police though not strongly. The modalities of community policing outlined by the respondents were to prevent crimes (69%), assist in the investigation process (54%), provide information related to crimes and criminals (36%) and effective engagement with police and community to resolve problems (26%).

Table 4.27: Recommendation for Community Policing to Prevent Crimes

Level of Recommendation		All	Sample area		
			Model	Non Model	Comparison
No. of respondents	N	132	71	40	21
	%	100.0	100.0	100.0	100.0
Level of recommend community policing to prevent crimes	Very strongly recommend	47.0	40.8	47.5	66.7
	Strongly recommend	42.4	47.9	40.0	28.6
	Less strongly recommend	8.3	9.9	10.0	0.0
	Merely recommend	2.3	1.4	2.5	4.8
Functions community police can perform effectively	Participate in preventing crime	69.0	75.7	74.4	35.0
	effective engagement with police and community to resolve problems	25.6	38.6	10.3	10.0
	Contribute in effective running of the police functions	19.4	17.1	17.9	30.0
	Assist in the investigation process	54.3	51.4	64.1	45.0
	Providing information on crimes and criminals	36.4	38.6	38.5	25.0
	Promote positive images of the police	13.2	14.3	5.1	25.0
	Collaborate to solution crime related problems	21.7	17.1	10.3	60.0
	Others	3.9	1.4	2.6	15.0

4.29   Bribing the Police

About a quarter (26%) reported that they were never offered illegal money while one-tenth (9%) and three-tenths (31%) reported offer of illegal money most often and often respectively. In their view the police units or branches prone to Illegal incentive were Thana (60%), traffic police (53%), highway police (28%), detective branch (27%) and patrolling police (20%). As to identification of persons offering Illegal incentives the respondents stated that drug dealers (65%), smugglers (56%), transport sector operators (53%), criminals (45%), business community (17%), organized gangs (17%) and victims (15%) as well offered payment of Illegal incentives.

Table 4.28: Units or Branches of the Police Most Prone to Illegal incentives

Unit/Branch	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Outpost	15.4	12.7	15.8	23.8
Investigation centers	8.5	7.0	7.9	14.3
Temporary police camp	8.5	11.3	7.9	0.0
Patrolling police	20.0	11.3	36.8	19.0
Thana	60.0	56.3	55.3	81.0
DB	26.9	26.8	15.8	47.6
Traffic police	53.1	62.0	50.0	28.6
River police	3.1	2.8	5.3	0.0
Railway police	13.1	21.1	5.3	0.0
Highway police	28.5	23.9	44.7	14.3
CID	22.3	28.2	10.5	23.8
SB	5.4	5.6	7.9	0.0
Police in immigration services	16.9	16.9	26.3	0.0
Supervisory units at District level	4.6	7.0	2.6	0.0
Supervisory units at Range level	3.8	4.2	5.3	0.0
Supervisory units at Metropolitan level	4.6	4.2	7.9	0.0
Supervisory units at Headquarters level	16.2	15.5	5.3	38.1
Any other	11.5	12.7	7.9	14.3

In response to the query whether the senior officers influenced them to accept Illegal incentives, 64% of the respondents said they were never influenced by seniors to accept Illegal incentive. Of the rest, 1% was influenced very frequently, 9% frequently and 20% occasionally. Influenced most frequently or once in a while by senior officers to accept Illegal incentives was reported much higher in Comparison Thanas (24%) than in Model Thanas (6%). Elderly respondents also reported the attribute at higher level (17%).

Three out of every ten respondents confessed that they had accepted Illegal incentives in service life. Reported acceptance of Illegal incentive was higher among ranked officers (OC/SI) and among respondents stationed at the place for more than 2 years. The respondents were also asked about measures to be taken to prevent acceptance of Illegal incentives. Raising public awareness - suggested by more than two-thirds (67%), , setting accountability and transparency (52%), arranging prompt punishment (41%), imparting training on ethics and moral development (21%), media publicity against bribing (19%) and strong supervision and monitoring system (14%) were among the major steps suggested to prevent bribing. Raising awareness (69%) and enforcing accountability and transparency

(58%) were higher in Model Thanas on the contrary prompt punishment was reported higher in Comparison Thanas.

Table 4.29: Measures to Prevent Illegal Money

Steps Suggested	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
Public awareness against bribery	67.2	68.7	72.5	52.4
Publicity in Media- against bribery	19.5	20.9	22.5	9.5
Arranging prompt punishments	41.4	41.8	37.5	47.6
Training on morals and consequences of Illegal incentives	21.1	22.4	20.0	19.0
Strong supervision, monitoring and action	14.1	10.4	17.5	19.0
Civil society pressures	2.3	3.0	2.5	0.0
Accountability and transparency	52.3	58.2	42.5	52.4
Easy access to information	3.9	6.0	2.5	0.0
Investigation by third party	1.6	1.5	0.0	4.8
Others	39.1	37.3	45.0	33.3

4.30   Trafficking of Human Being

All respondents heard of trafficking of human being, through one or more sources such as: radio/television (90%), newspaper (89%), police (52%), observing the victims of trafficking (24%), police reform project (20%), NGO (15%) and human rights organizations (12%). The common victims were children (98%), adolescent girls - aged 10-17 (80%), young women aged - 18-29 years (71%), and women of 30 years & above (16%). Almost all respondents thought they knew the reasons for human trafficking. Reasons they attributed were: selling them to the brothel (90%), selling organs of the children (67%), sending children to be used as camel jockey (59%), engaging them in jobs (33%) and using them as labour (22%) or domestic help (13%). Destinations of trafficking were reported known to all (98%) respondents. Destinations mentioned, both within and outside the country, were India/cross-border (84%), Middle East (81%) and Pakistan (12%) and big cities within the country, such as, Dhaka and Chittagong (31%) and other parts of the country (16%).

Table 4.30: Sources of Information on THB

Information Sources	All	Sample area		
		Model	Non Model	Comparison
N	132	71	40	21
%	100.0	100.0	100.0	100.0
News Paper	89.4	90.1	90.0	85.7
Radio/ Television	90.2	90.1	90.0	90.5
NGO	15.2	14.1	12.5	23.8
Police	52.3	60.6	40.0	47.6
Seeing victims of trafficking	24.2	26.8	22.5	19.0
PRP	20.5	21.1	20.0	19.0
Reading books	8.3	7.0	7.5	14.3
Human rights organization	12.1	11.3	10.0	19.0
Any other source	5.3	4.2	10.0	0.0

One-fourth of the respondents had knowledge of human trafficking from their own Thanas. In their view, two third of the victims were children (67%), half were adolescent girls (51%), 45% were young women and 6% were other women. There were some differences noticeable about the reported type of victims of trafficking. In view of the respondents the perpetrators of trafficking were organized groups (88%), travel agents & manpower business agents (25%), strangers (21%) and relatives of the victims (7%). About one-fourth of the respondents (26%) reported that they were informed of incidences of human trafficking. The actions they took after being informed of trafficking were: help to rescue the victims (70%), record complaints (65%), arrest the perpetrators (47%), start investigation process (35%) and work with NGOs (3%). Though the number of cases on actions taken was small their cognisance was noticeable. Further, among those informed of incidences of trafficking about 91% provided assistance to the trafficked victims. Type of assistances given were return the victims to parents/guardians (90%), send back the victims to their own areas (23%), send them to victim support centres (16%) and refer to NGO/HR organizations (13%).

Among the reported factors leading to human trafficking, greed for making money (96%) emerged on top. The other factors inducing human trafficking were poverty (43%) and unemployment (39%). Some trafficking was caused due to drug addiction (4%) and conflict (4%). The steps suggested to prevent human trafficking were raise mass awareness (83%), hold community meeting to raise awareness (58%), inform police about suspicious people (45%) and ensure publicity through mass media (34%). Respondents identified a number of roles they could play in preventing human trafficking, such as, make people aware of human trafficking (73%), motivate people to inform police about strangers (61%), increase vigilance and patrolling (54%), intercept strangers (48%), media campaign (32%) and frequent meeting with local government people (31%).

Chapter 5

Opinions and Perceptions of Victimized Women

In the Follow up survey a sample of 59 women victims who reported to police during the last two years were interviewed to obtain direct information regarding the nature of crime they were subjected to and extent of victimization, experiences in filing complaints with the police, remedial steps taken and their views and perceptions in this regard. Personal data collected for each victimized sample person consisted of age, education, primary occupation and marital status.

5.1   Respondents' Profile

Of the total respondents, 35 (59%) were from Model Thanas, 19 (32%) are from Non-Model and the remaining 5 (9%) were from Comparison Thanas. Two-fifths or 24 (41%) were from Rural areas (PS) and 35 (59%) were from Urban areas. Nearly half (48%) were of age up to 30 years of age, a-fourth (25%) were between 30 to 44 years and remaining were of age 45 and above. Education-wise, 30% were uneducated, nearly 29% read up to Primary level, 24% were educated between grade five to nine and 17% are SSC and above. By occupation 80% of the respondents were house-wives, 10% were students and the remaining were employed or otherwise engaged. About two-thirds (66%) were married, 12% were unmarried or widowed and 10% are separated or divorced.

5.2   Feeling of Complaints by Victimized Women and Response of Police

Large majority (86%) of the women victims themselves reported the incidences of crimes to the police, filing of complaints by family members was 10% and by other relatives were relatively few. Area wise and locality wise number of complaints filed were higher in Model Thanas and rural areas compared to Comparison Thanas and urban areas. Filing of complaints by elderly and educated women was proportionately higher than by the younger and uneducated women. Further reporting of complaints by women in service/employed compared to housewives and otherwise engaged and divorced/widowed and married compared to unmarried and separated appeared to be higher.

Table 5.1: Person reported the crime

Person reporting		All	Sample area			Locality	
			Model	Non Model	Comparison	Rural	Urban
No. of respondents	N	59	35	19	5	24	35
	%	100.0	100.0	100.0	100.0	100.0	100.0
Person reported to the police	Victims herselves	86.4	88.6	94.7	40.0	91.7	82.9
	Family members	10.2	8.6	0.0	60.0	0.0	17.1
	Relatives	3.4	2.9	5.3	0.0	8.3	0.0
Person accompanied the victims	Family members	62.7	67.7	50.0	100.0	63.6	62.1
	Relatives	17.6	12.9	27.8	0.0	22.7	13.8
	Alone	19.6	19.4	22.2	0.0	13.6	24.1
Women police present at time of report of the complaint	Yes	47.5	57.1	31.6	40.0	20.8	65.7
	No	52.5	42.9	68.4	60.0	79.2	34.3

Four-fifths (80%) of the victimized women were accompanied by family member (63%) or relatives (17%) while filing complaints at the police station; the other 20% of victims filed complaints themselves alone. Lone complainants were from Model (19%) and Non-Model (22%) Thanas only. Lone complainants were higher (24%) in urban areas than (14%) in rural localities. About 80% of the victimized housewives were accompanied by family members or relatives during the filing of complaints. All victimized women in employment and in schools were accompanied by family members while reporting complaints.

5.3   Presence of Women Police during filing of Complaints

Overall just under half (48%) of the respondents – victimized women informed that women police was present at the time of reporting of the complaints; presence of women police at the time of reporting was much higher in Model Thanas and urban areas compared to other Thanas and rural areas.

Regarding the type/nature of complaints filed by the victims, 49% were GDs and 51% were FIRs. Proportion of GDs filed was higher in Model and urban Thanas than in other areas and rural Thanas.

Table 5.2: Type of Complaint filed by the Victimized Women with the Police Station

Type of Complains	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	59	35	19	5	24	35
%	100.0	100.0	100.0	100.0	100.0	100.0
GD	49.2	57.1	47.4	0.0	45.8	51.4
FIR	50.8	42.9	52.6	100.0	54.2	48.6

5.4   Investigation of Complaints

Of the total complaints made by the victims about 90% were investigated by police implying that other 10% were unattended. Investigations carried out were relatively higher in case of Non-Model (95%), followed by Model (91%) and lowest in Comparison Thanas (60%); by locality complaints investigated in rural Thanas (96%) were higher compared to urban Thanas (86%).

Graph 20: Complaint investigated by police
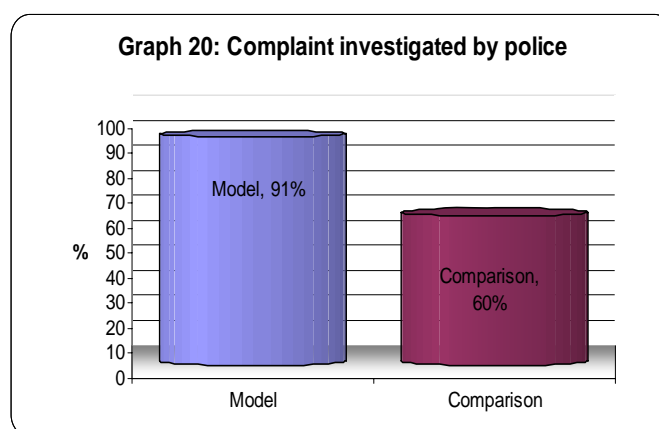
Table 5.3: Complaint Investigated by Police

Answer	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	59	35	19	5	24	35
%	100.0	100.0	100.0	100.0	100.0	100.0
Yes	89.8	91.4	94.7	60.0	95.8	85.7
No	10.2	8.6	5.3	40.0	4.2	14.3

5.5   Views on Attitude of the Police during Investigation

Overall about two-fifths (42%) of the respondents stated that police gave due attention during the investigation process; a quarter (25%) of the respondents felt that the police was slow, 8% felt that police did not give due importance to investigation and 15% reported that police asked for illegal money and 9% reported that police acted only after being forced to do so. About a third of the respondents (34%) in both Model and Comparison Thanas felt appropriate attention was given to investigation while the same was reported at higher level (56%) in Non-Model Thanas; the views was close in urban (43%) and rural areas (39%).

Table 5.4: Opinion on Crime Investigation Process by the Police

Opinion	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	59	35	19	5	24	35
%	100.0	100.0	100.0	100.0	100.0	100.0
Gave due importance	41.5	34.4	55.6	33.3	39.1	43.3
Did not give importance	7.5	3.1	16.7	0.0	13.0	3.3
Very slow	24.5	28.1	16.7	33.3	21.7	26.7
Moved forward after pushing	9.4	6.3	11.1	33.3	8.7	10.0
Demanded illegal money	15.1	25.0	0.0	0.0	17.4	13.3
Any other	1.9	3.1	0.0	0.0	0.0	3.3

5.6   Victimized Women's Feeling about Filing Complaints with the Police

A third of the victims felt uncomfortable and another one-third was afraid/nervous about going to the police station (Thana) and filing complaints. While 27% of the victimized women felt satisfaction about filing complaints, more than a fifth was threatened by the perpetrators. About 17% of the victimized women felt filing complaint would leave a mark of infamy or disrepute upon the family, 12% felt that Thana was at a distant place and was afraid that the police would not accept the complaint and 5% reported that the police had a distinct negative attitude towards women. Feeling of ease (less discomfort and fear) was relatively better in Model (29%) and urban areas (23%) than in the other areas and localities. Though both feeling of ease and reported threatening in Comparison Thanas (60%) was much higher, the total number of cases in the area was limited (small) to make any definitive statement. Victimized women in Model and Comparison Thanas held opposite views regarding the attitude of the police towards women, the former bore a non-negative view and the later a negative one.

5.7   Police Attitude and Behaviour

Though majority of the respondents (with the range of 32 to 64%) said that police officials were cordial, listened to the respondents with patience and behaved well while the victims were filing complaints, a non-negligible segment of the respondents reported that they were discouraged in filing complaints and near a-fifth (17%) reported that police demanded Illegal incentive for recording the complaints. There were still others with negative opinion about the police.

Table 5.5: Opinion of the victimized about police behaviour in lodging complaint

Opinion	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	59	35	19	5	24	35
%	100.0	100.0	100.0	100.0	100.0	100.0
Behaved Cordially	54.2	60.0	52.6	20.0	62.5	48.6
Listened to complaint	64.4	68.6	57.9	60.0	50.0	74.3
Behave with respect	32.2	25.7	47.4	20.0	37.5	28.6
Discouraged to file complaint	13.6	11.4	15.8	20.0	20.8	8.6
Police manipulated FIR	5.1	5.7	0.0	20.0	0.0	8.6
Demanded illegal money	16.9	14.3	0.0	100.0	4.2	25.7
Misbehaved/used bad words	11.9	8.6	15.8	20.0	16.7	8.6
Showed indifferent attitude	10.2	8.6	10.5	20.0	12.5	8.6
Others	5.1	5.7	5.3	0.0	4.2	5.7

5.8   Medical Care of the Victimized Women

Under less than a-third (31%) of the victims reported that their cases did not require referring to medical care, 27% said that their cases were referred for medical care and treatment and remainder of the victims felt that police did not refer cases for medical help. The proportion of referral was 20% in Model Thanas and 31% and 21% respectively in urban and rural places. The referral and required medical treatment in Comparison Thanas were higher though number of cases in the area was small.

Table 5.6: Police referred to doctor for medical check-up

Answer		All	Sample area			Locality	
			Model	Non Model	Comparison	Rural	Urban
No. of respondents	N	59	35	19	5	24	35
	%	100.0	100.0	100.0	100.0	100.0	100.0
Police referred to doctor for medical check-up	Yes	27.1	22.9	21.1	80.0	20.8	31.4
	No	42.4	54.3	26.3	20.0	45.8	40.0
	Not required	30.5	22.9	52.6	0.0	33.3	28.6
Received any medical treatment	Yes	30.5	20.0	31.6	100.0	25.0	34.3
	No	39.0	57.1	15.8	0.0	41.7	37.1
	Not required	30.5	22.9	52.6	0.0	33.3	28.6

One-third of the victimized women referred for medical care received medical check up only, one-third received medical treatment and rest one-third required both medical check up and treatment. Majority of the victims needing medical care received treatment and services at government medical centres; a few of the victims received treatment at the Acid Survivors Foundation.

Graph 21: Type of medical treatment received by the victimized
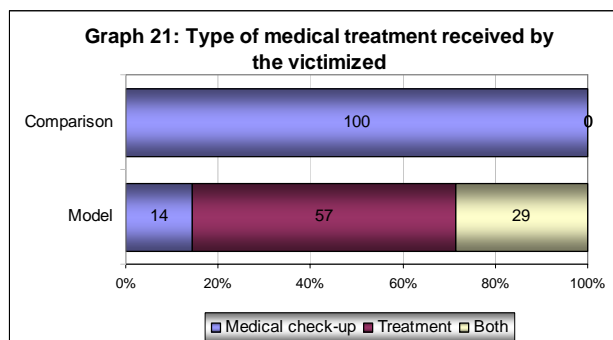
Table 5.7: Place of medical treatment of the victims

Source of treatment	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	59	35	19	5	24	35
%	100.0	100.0	100.0	100.0	100.0	100.0
Medical aid providing organization	0.0	0.0	0.0	0.0	0.0	0.0
Government medical centers	100.0	100.0	100.0	100.0	100.0	100.0
NGO medical centers	0.0	0.0	0.0	0.0	0.0	0.0
Human rights organizations	0.0	0.0	0.0	0.0	0.0	0.0
Acid burn survivors foundation	5.6	0.0	16.7	0.0	16.7	0.0
Any other	0.0	0.0	0.0	0.0	0.0	0.0

Only 7% respondents mentioned that police referred the victims to NGOs for legal assistance - in Model Thanas (11%); none in other areas reported receiving legal aid.

Table 5.8: Referred to any NGO for legal help

Referred to any NGO (Answer)	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	59	35	19	5	24	35
%	100.0	100.0	100.0	100.0	100.0	100.0
Yes	6.8	11.4	0.0	0.0	8.3	5.7
No	93.2	88.6	100.0	100.0	91.7	94.3

Four-fifths of the women victims opined that the services provided by police for them were very good, good or fair. The rate of satisfaction is markedly higher in Model Thanas than other areas.

5.9   Suggestions of the Women Victims

Women victims, when asked for their views on how to improve services of the police towards victimized women, suggested that:

- Strict Supervision of police officers and persons handling the cases of victimized women by their Superiors (57%)
- Persons assigned with victimized women' cases should have extensive training, experiences and compassion before taking responsibility of such cases (37%)
- Increase salary of police may induce the officers behave humanely to understand ordeals of the victimized women (20%)
- Other suggestions (40%)

Chapter 6

Opinions and Perceptions of Women under Custody

In the Follow-up Survey 53 women, who were under custody of police during the last two years, were interviewed for their views and perceptions of the police. The data gathered indicate the identity of area and locality and covered personal information related to age, education, primary occupation, and marital status of the respondents.

6.1   Respondents' Profile

Out of the total 53 respondents, 27 (50%) were from Model Thanas, 19 (36%) from Non-Model and 7 (14%) from Comparison Thanas; rural- urban distribution was 29 (55%) and 24 (45%) respectively. By age of the respondents, 45%, 42% and 13% were under age 30 years, 30 to 44years and 45 years or above respectively. About 53% of the women in custody had some education (primary 19%, Class V to IX comprised 19% and SSC and above 11%), and remaining 47% were illiterate. While 60% of the respondents were married, 11% were unmarried, the remaining 39% were divorced, separated or widowed. Occupation-wise, majority were housewives (57%), 8 (15%) of them were student, 7 (13%) were in service/employed and 6 (11%) were in business.

6.2   Reasons for Captivity- (in Police Custody)

Respondents were asked to give the reasons for being in police custody. Of the reasons cited by the respondents for going into custody were family dispute (25%), carrying drugs (19%), theft (10%), sexual work and misappropriation of money (both at 8%) and for various other reasons (33%). Drug addiction, running organized prostitution and strayed away were also mentioned for going into custody. None of the sample women in custody were involved in murder, stealing babies or in human trafficking and torturing domestic aids. It appears that carrying drugs and addition, running prostitution, theft and monetary disputes were proportionately higher in Model Thanas; on the contrary, more women in Comparison Thanas were in custody for reasons not known to them.

6.3   Procedure of Apprehending Women into Custody

More than half (53%) of the respondents were taken into custody with formal arrest order; nearly two-fifths (39%) were apprehended and taken into custody by other means and 8% were verbally informed of their impending arrest. Only 2% of the respondents were formally notified of their arrest. Relatively issue of formal arrest order was higher in Model Thanas (52%) and urban localities (46%) compared to that of (14%) in Comparison Thanas and rural (28%) areas.

6.4   Police Attitude and Behaviour at the time of arresting the Respondents

Just over a third (36%) of the respondents stated that women police were present at the time of their arrests. Behaviour of the police at time of arresting the respondents were categorised as mixed. About half of the arrested women said that police behaviour was

good while the other half reported that arresting police officials were abusive physically and verbally. Abusive behaviour was reported less in Model Thanas and rural areas.

Table 6.1: Police behaviour while taking the respondent to Thana

Type of behaviour	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	53	27	19	7	29	24
%	100.0	100.0	100.0	100.0	100.0	100.0
Physically abused	13.2	7.4	5.3	57.1	3.4	25.0
Verbally abused	43.4	48.1	31.6	57.1	37.9	50.0
Well behaved	47.2	44.4	63.2	14.3	55.2	37.5
Behaved with respect	3.8	7.4	0.0	0.0	3.4	4.2
Others	3.8	0.0	10.5	0.0	6.9	0.0

6.5   Duration of Stay in Thana Custody

Of the total 53 women who were in custody about 45% had to stay in custody at the police stations for a few hours, 42% had to stay a day, 9% stayed in custody for two days and the other 4% had to stay for days in custody at the police station. Less than a third (30%) of apprehended women from Model Thanas stayed in custody for a few hours and the others form the area remained in custody for longer time – a day or more. Although proportionately more women in custody in Comparison Thanas spent only a few hours, the number of respondents in the area was small to make any definitive conclusion.

6.6   State of Feeling (Security) while in Police Custody

Of the total women in custody 47% reported that they felt secure, 43% felt insecure, 4% did not respond to the query and remaining had other types of feeling of security while in custody. Reported state of feeling secured was 59% in the Model Thanas and 47% in Non-Model Thanas; it was reported nil in Comparison Thanas with only a few women in custody.

6.7   Accommodation and Living Condition during stay in Police Custody

Almost nine out ten (87%) of the respondents were kept with female inmates while in the custody; all women in custody in both Comparison and Model Thanas and about two-thirds (63%) in Non-Model Thanas were put with other inmates. All women in custody in urban areas and near three quarters of them in rural areas were placed with other inmates.

Table 6.2: Place where women were kept during custody

Place	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	53	27	19	7	29	24
%	100.0	100.0	100.0	100.0	100.0	100.0
In a separate cell with only female inmates	86.8	100.0	63.2	100.0	75.9	100.0
Others	13.2	0.0	36.8	0.0	24.1	0.0

Majority women (64%) reported that the place was clean (in the custody), with higher percentage of women in Comparison Thana (85%) reporting cleanliness compared to that in the Model Thanas (56%). While 30% mentioned that place was airy, 17% felt the opposite; respondents mentioning existence of adequate light outnumbered those complaining of inadequate light by around 15%. Situation in terms of existence of adequate air and light was much better in Model Thanas than in Comparison Thanas. Overall 38% respondents reported existence of clean latrine, 37% in Model Thanas compared to 71% in Comparison Thanas. The condition is also better in rural areas (41% mentioned existence of the same in urban areas – 33%).

Table 6.3: Condition of living place and latrine during police custody

Living Condition		All	Sample area			Locality	
			Model	Non Model	Comparison	Rural	Urban
No. of respondents	N	53	27	19	7	29	24
	%	100.0	100.0	100.0	100.0	100.0	100.0
Condition of living place during police custody	Place was clean	64.2	55.6	68.4	85.7	72.4	54.2
	Not clean	28.3	29.6	31.6	14.3	27.6	29.2
	Airy	30.2	37.0	31.6	0.0	34.5	25.0
	Not airy	17.0	14.8	10.5	42.9	10.3	25.0
	Adequate light	37.7	44.4	42.1	0.0	37.9	37.5
	Not adequate light	22.6	7.4	36.8	42.9	31.0	12.5
	Any other	1.9	0.0	5.3	0.0	3.4	0.0
Condition of latrine at the place of living during police custody	Clean	37.7	37.0	26.3	71.4	41.4	33.3
	Not clean	54.7	55.6	63.2	28.6	51.7	58.3
	No comment	7.5	7.4	10.5	0.0	6.9	8.3

Women in custody were served rice and vegetables for food; in the Model Thanas bread/chapatti, fish, *dal* and sometimes meat and eggs were also served with the meal. Of the total respondents about half - 51% and 49% received breakfast and lunch and 62% were served dinner while in custody. Overall two-fifths (42%) of the women reported the quantity of food was adequate, another two-fifths thought quantity of food inadequate and the rest one-fifth (19%) failed to answer the query. Less than a third (28%) said that the food was supplied by the Thana, about 60% reported food was supplied by relatives and family members and the rest did not know from where the food came. Close to a tenth of the respondents (8%) claimed that the Thana officials took money for providing food to the women in custody.

Table 6.4: Type of food provided during police custody

Type of Food Served	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	53	27	19	7	29	24
%	100.0	100.0	100.0	100.0	100.0	100.0
Rice	47.2	51.9	31.6	71.4	31.0	66.7
Chapati	22.6	29.6	21.1	0.0	27.6	16.7
Bread	20.8	14.8	36.8	0.0	27.6	12.5
Fish	24.5	33.3	21.1	0.0	24.1	25.0
Meat	3.8	7.4	0.0	0.0	3.4	4.2
Dal	22.6	22.2	21.1	28.6	13.8	33.3
Vegetable	37.7	29.6	36.8	71.4	31.0	45.8
Egg	3.8	3.7	5.3	0.0	6.9	0.0
Others	45.3	48.1	47.4	28.6	62.1	25.0

6.8 Confessional Statement during Interview

Overall nearly 42% of the women in custody reported being pressed for confessional statement; reported pressure for confessional statement varied, 57% in Comparison Thanas, followed by 47% in Non-Model Thanas and 33% in Model Thanas. Pressure for confession was reported 45% in rural areas compared to 38% in urban areas. No woman in service/employment was pressured for making confessional statement.

Table 6.5: Police pressure for confessional statement during custody

Answers (Yes/No)	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	53	27	19	7	29	24
%	100.0	100.0	100.0	100.0	100.0	100.0
Yes	41.5	33.3	47.4	57.1	44.8	37.5
No	58.5	66.7	52.6	42.9	55.2	62.5

Overall nearly 51% of the women in custody reported being abused verbally during interview in custody, 13% said that they were tortured and the remaining one-third reported no abuse or misbehaviour during the integration. Two-thirds of the women in custody (67%) in the Model Thanas reported that police behaved properly during the course of interview while the same in Comparison and Non-Model Thanas were much lower - 16% and 29% respectively. Half of the women (50%) in urban areas and (38%) in rural reported that police behaved properly.

Graph 22: Police behaviour during interview in custody

Younger, educated and those in service were proportionately less in number complaining about misbehaviour and putting pressure during interview.

Overall 60% of the women in custody reported that there was no women police present during interview for confessional statement Presence of women police during interview was about 56% in both Model and Comparison Thanas and only 10% in Non-Model Thanas.
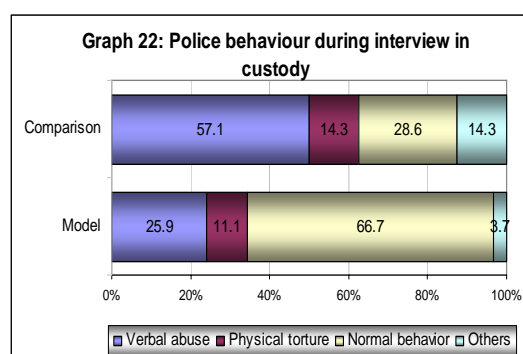
Close to 28% respondents mentioned that female police was present at the time of interview in rural areas and the same in urban areas was as high as 54%.

Table 6.6: Presence of female police during the confessional statement

Presence	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	53	27	19	7	29	24
%	100.0	100.0	100.0	100.0	100.0	100.0
Yes	39.6	55.6	10.5	57.1	27.6	54.2
No	60.4	44.4	89.5	42.9	72.4	45.8

Table 6.7 shows that male police alone obtained confessional statements from majority respondents (60%) followed by just over a third (36%) reporting that both male and female police obtained their confessional statements jointly and only 4% of the respondents stated that exclusively female police received their statement.

Table 6.7: Person collects the confessional statement in custody

Person's Identity (Gender)	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	53	27	19	7	29	24
%	100.0	100.0	100.0	100.0	100.0	100.0
Male police	60.4	48.1	89.5	28.6	82.8	33.3
Both male and female police	35.8	48.1	10.5	57.1	17.2	58.3
Only female police	3.8	3.7	0.0	14.3	0.0	8.3

About a-third (32%) of the women in custody that they were interviewed in a separate room in privacy, 51% were interviewed in the presence of other persons, 13% were interviewed in the room of Officer in Charge (OC) and 4% was interviewed through other arrangements. Investigation in privacy were reported by over a third (37%), in presence of both male and female police in both Model and Non-Model Thanas and none in Comparison Thanas.

6.9   Minor Children with Mothers (Women) in Custody

Altogether 13% of the respondents stated that they brought their minor children with them while going into custody. About 7% in Model, 11% in Non-Model and 43% in Comparison Thanas had their children with them in custody. Mother with accompanied children in custody was 21% in urban areas and only 7% in rural areas. Overall 46% of women in custody, kept their children with them (in the cell), 36% arranged to keep the children in separate places under the care of police and 18% kept their children in other places. In Comparison Thanas all women were allowed to keep their children with themselves as against only 17% in Model Thanas who were allowed to do so. In rural areas all women in custody could keep their children with them in the cell compared to 33% of the women in urban Thanas.

Table 6.8: Minor child accompanied in the custody

Person accompanied	All	Sample area			Locality	
		Model	Non Model	Comparison	Rural	Urban
N	53	27	19	7	29	24
%	100.0	100.0	100.0	100.0	100.0	100.0
No minor child	36.4	66.7	0.0	0.0	0.0	44.4
With me in cell	45.5	16.7	50.0	100.0	100.0	33.3
Any other	18.2	16.7	50.0	0.0	0.0	22.2

About a-third of the women in the custody (35%) did not have any minor children, half of the respondent's children were looked after by their relatives, another 10% of the respondents had the children taken care by children' father and another 10% of the women had none or other person had to look after the children.

6.10   Views and Perceptions on Police Behaviour and Attitude

Nearly half (52%) of the women in custody opined that the attitude and behaviour of the police was fair, 15% tagged the attitude as 'not good' and 33% reported that they were verbally abused; about 2% were physically harassed. 2% did not want to say anything on the issue. None of the women stated about being abused sexually or attempted sexual abuse by the police. While 27% of the women in Comparison Thanas and 52% of them in Model Thanas had nothing adverse to say about police behaviour, the corresponding figure in Non-Model Thanas appeared to be higher- at

Graph 23: Police attitude towards women during custody

about 61%. Number of women with no complaints about police behaviour was higher in rural Thanas (61%) compared to that of 29% in urban Thanas.
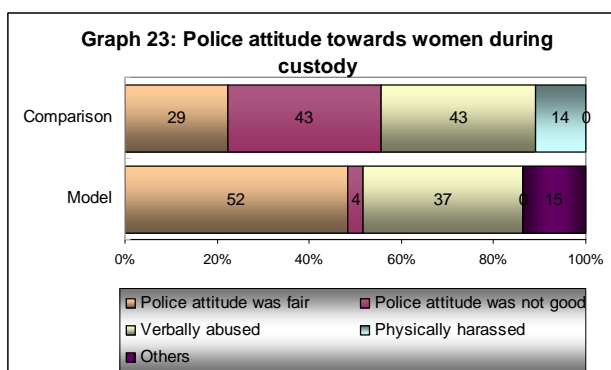
Of the total about a-tenth (11%) of the women who were in custody felt the overall behavior of police was very good, 30% felt police behavior was good and 28% thought fair, 4% did not make any comment; thus, just about a quarter (26%) of the women in custody felt that the police behaviour was improper and beyond standard. Improper behaviour of the police was reported by 15% of the women in custody in Model Thanas as against 32% in Non-Model and 57% in Comparison Thanas. More women in urban areas compared that of in rural areas considered the behaviour of the police with women in custody as improper.

6.11   Views on Improvement of Police Behaviour and Services

In order to improve the services of the police assigned to women in custody the respondents made the following suggestions:
1.   Strict supervision of the officers by their superiors (40%)
2.   Other measures (29%)
3.   Training of the police personnel for the very specialized assignment (21%)

About 42% of the respondents stated that they were not aware of or capable of making any comment.

Chapter 7

Qualitative Observations

7.1   Methodology

Opinions of selected group of respondents were collected through FGD. Four groups of relevant stakeholders participated in the FGDs separately in each research sites. At the local level groups were general public, elite opinion leaders of the community and the members of the Community Policing Forum (CPF). In one site (Jessore) a special FGD was organized for the program officials of NGOs, which are involved in activities to prevent trafficking in human beings (THB).

General public included small and medium farmers, rickshaw pullers, day laborers, small business and transport workers. Persons included in the elite category were medium business, NGO leaders, teachers of high schools and colleges, professionals, journalists and senior elected leaders of UP and Municipalities. Participants were mobilized through using local networks of NGOs and in a few cases through elected local government leaders.

FGDs were carried out in the following sites: Uttara (Dhaka city), Jessore Sadar, Bhaluka (Mymensingh), Chandpur (Sadar), Feni (Sadar), Rangamati (Sadar), Brahmanbaria (Sadar), Golapganj (Sylhet), Charghat (Rajshahi), Gournadi (Barisal), Panchlais (Chittagong city), Demra (Dhaka city) and Narshingdi (Sadar). The FGD involving senior police officials (DIG and above) was organized in Dhaka Police HQ.

7.2   Opinion of the local level elites

Nature and Incidence of Crime

Overwhelming majority of the elite members of the community in most sites of FGD, observed that the crimes of most concern are drug related (drug abuse, drug peddling), crimes related to women and children (domestic violence, eve teasing), extortion and *dacoity*. In terms of incidence of crimes in the areas, most of the FGD participants observed that during the period of the caretaker government (CTG), criminal activities went down considerably. The most important reason for the reduction of crime, during this period, was the absence of political patronization of criminals by the political parties. Another major reason was that police was able to function without any political interference. Above mentioned opinions were expressed by most of the respondents in majority of the research sites. In some areas (such as Jessore Model Thana, for instance) police performance does not appear to have improved much. In couple of other places also police behavior and performances have not improved significantly.

Opinion on Model Thana

Elite members of the community believe that the specific programs that helped reduction in crime and promoted better image of police are the establishment of Model Thana, Open House Day (OHD) and community policing forum (CPF). The Model Thana has improved

the communication between the police and the community and Thana has become more people friendly. Police has also become more efficient. Cases are being processed swiftly and the numbers of cases processed or settled by other means have increased. OHD has proven to be an effective accountability mechanism. Not only elites but also general public are now able to communicate with the higher level police officials such as SP.

Local elites highly appreciated the fact that police officers (OC and others and in some cases SP) have given their mobile phone numbers to the public. Many people have taken advantage of this communication strategy, even calling SP during late night to solve urgent issues. Elites have also appreciated the fact that SPs are welcoming complainants even at their residence. Such opportunities for the citizens (mobile phone access, access to residence) have also strengthened the accountability process of the junior officials at the Thana level. SP now has more information about the quality of services being provided by these officials. Local elites pointed out that there is a need for providing further logistical support to the Model Thana. Most importantly, police should be provided with more transportation to increase its mobility. They also require more female officers to deal with women complainants especially in relation to domestic conflict and discriminatory gender violence related cases

Elite respondents observed that only creating new institutions and facilities will not necessarily produce desired results, ensuring the quality of police service is also important. Police should be recruited based on meritocratic considerations and their personal background should be checked. To maintain high morale of the police, their salary should be increased. Local level police officials should also know the local community very well.

<u>Opinion on Community Policing Forum (CPF)</u>

There is a consensus that the formation of CPF has been a positive development, which ensured good police-community relations as well as helped developing the capacity of local community to take more responsibility in containing crime and conflict in their localities. In the urban area CPF has been mainly used as a night patrol device whereas in the rural setting its pre-dominant use has been as an ADR mechanism.

Night patrolling device CPF has proved to be very effective. Theft at residences has gone down considerably due to night patrolling and urban residents are willing to make regular contribution to keep it functioning. Since CPF is led and backed by the local police it has gained instant power and legitimacy within the community, especially among the poor population, as an arbitrator of local disputes. Given the de facto legitimacy and power, CPF was able to deliver effective services (dispute resolution, neighborhood patrol during night) to the community which made the Forum very popular.

The majority of the local elites believe that the there is a high degree of risk that these programs (Model Police station, OHD, CPF) may lose its effectiveness or even become dysfunctional, with the advent of electoral democracy unless sufficient safeguards are not put in place (i.e., functional autonomy of police, preventing local politicians to interfere in police functions etc).

7.3   Opinion of the local level general public

Nature and Incidence of Crime

Similar to elite perceptions, majority of the general public believe that the crimes of most concern are drug related. Other common forms of crimes mentioned are cow lifting-, mugging and petty extortion, the last one mostly experienced by small and medium businesses. Majority of the respondents thought that crime decreased considerably during the period of the caretaker government. Respondents observed that extortionists and drug peddlers tend to have collusive relationship with a section of the police. In general, police hardly take any action against these criminals and only during the CTG phase some police action against them could be noticed.

Opinion on Model Thana

After the introduction of the Model station (during the period of CTG), extortions from the local businesses have gone down substantially, although *nirob chadabaji* (silent extortion) by the extortionist in collusion with a section of the police continued. The poor men as well as the women are generally treated well by the concerned police officers in the Model Thana. They are surprised to find that they are even requested to sit in front of the officer in the service delivery centre of the Thana. Services are provided quite systematically and police also help them with the drafting of the necessary documents. Also there are no middlemen (*dalal*) in the Thana any longer who were, in the past, used to function as conduit between the service recipients and corrupt police officials

Very few respondents are found to be familiar with the OHD and many respondents seem to confuse this with the meetings related to Community Policing. People who have attended such meeting found it useful since it allowed them to communicate their concerns to the senior officials. Many respondents also thought that ordinary people may not feel comfortable to complain against junior police officials/constables in public and therefore OHD may not achieve its intended objectives. The general perception is that police behavior has changed due to CTG/Army and also due to the fact that politicians were not around to influence or collude with the police.

Opinion on Community Policing Forum (CPF)

CPF has become very popular in the rural area since it is involved in dispute resolution. In the urban areas CPF is mainly involved in night time neighborhood patrol which seems to be having little relevance for the urban poor. The geographical reach and local knowledge of CPF are much wider than the reach of the police, which make CPF very attractive to the poor. As ADR mechanism, people perceive CPF as less politicized (compare to traditional smallish committees). CPF members tend not to have electoral incentives so mediation/arbitration by them would be less motivated by political patronage considerations. Poor people tend to prefer settling conflicts at the CPF since it entails very little paperwork and disputes tend to be settled more quickly. For poor disputants, CPF is a big money saver General people do not think police controls the CPF but they believe police should monitor it. They approve such monitoring of CPF by police and perceive that without monitoring by police its integrity will be lost.

CPF is competing with other local ADR forums both formal and informal (UP based Gram *Adalat*, Arbitration Council, traditional *shalish* etc). General public tend to believe that a section of UP chairpersons and traditional saltshakers (arbitrators) are not necessarily happy that CPF is becoming popular among local people. Corrupt *shalishkars* also tend to lose financially due to the popularity of CPF. To increase the legitimacy and power of CFP (in relation to other ADR forums) it should have proper office space and related facilities. Currently CPF tends to be located in spaces provided by its influential members. The office should have signboard and police should visit these offices frequently. High visibility of police will enhance its status and legitimacy among poor people.

7.4   Opinion of the local level CPF members

Opinion on Community Policing Forum (CPF)

Similar to elite perception, CPF members believe that since CPF is led and backed by the local police it has gained instant power and legitimacy within the community especially among the poor population as an arbitrator of local disputes. But the members of the CPF perceive that their legitimacy and power as temporary and hopelessly contingent upon police support. To consolidate the power and legitimacy of the CPF and to ensure its sustainability, it must be given formal/legal recognition by the authority (police, administration, local government).

Although constituted by members, affiliated to different political parties (both formally and informally), the CPF actually functioned as non-partisan entity and treated people without political bias. This was largely possible during the last two years since it could operate in a non-political environment (CTG), when most of the powerful political actors were absent from the scene. With the advent of democratic government, CPF members acknowledge that they may not be able to function as they did during the CTG period. Strong political commitment from the government and continued police support may ensure the integrity and effectiveness of the CPF in future.

One of the most important problems of CPF is to generate fund for its day to day functioning. Currently it is being funded by personal contributions of the members and in wealthy neighborhood in the urban areas, funds are generated from the monthly contribution of each households paid for night patrol. CPF members believe that except in the case of wealthy neighborhoods, generating funds through voluntary contribution may not be sustainable over the long run. Financial support of District/Upazila/Police administration will be eventually required for effective functioning of the CPF

7.5   Senior level police officials

Police Reform: Opportunities and Constraints

When PRP was led by civil service (admin) police's sense of ownership over the reform process was very low. After the PRP was handed over to police the sense of ownership has increased considerably at least among the senior and mid-level officials. Also during the CTG phase, the image of police has increased due to non-interference of politicians in the operation of police. The emergency period also provided a major opportunity to implement institutional reform of the police. This has provided strong incentive for senior police to demand further deepening of reform.

Top ranking police officials believe that, police administration enjoys least priority in overall plans of the government (in contrast to donors) and BCS (admin) is united in preventing the passing of the proposed Police Ordinance. Consequently no more than a cosmetic and superficial reform (mainly hardware based) will perhaps be eventually carried out. Strong 'political will' of the politicians will be essential to overcome the resistance of the BCS (admin). All other BCS cadres are sympathetic/supportive to the proposed ordinance.

Budget for police should be increased with the assumption that technically efficient and well-governed police is an investment for rapid economic growth. If necessary, police should receive substantially more allocations from development budget, particularly for developmental works. Also police of the 21st century needs sophisticated technologies to deal with Crime Scene Investigation (CSI), forensic and cyber crime. Old fashion oral evidence based investigation should be replaced with modern technology based one. Video evidence is yet to be recognized by the court and such issue should be incorporated in the PRP. There should be greater integration/networking of IT professionals (computer council, for instance) and police. Barriers to technical upgrading of police are not political but mainly resource constraints. Police feels that victim support units need help from NGOs. Already 10 NGOs have been consulted in this regard.

Opinion on Model Thana

Model Thana's problems (lack of logistical support, lack of sufficient funds to provide better service as intended, etc.) are due to design flaw of the first phase of PRP. In the second phase of PRP more resource should be made available. Open House Day (OHD) needs permanent space and resource should be provided to Thana to organize OHD. There are possibilities that officer in charge (OC) of Thana may manipulate the process of OHD. OC may invite selective people of his liking and not inviting people who may complain. There is actual evidence supporting such view. OHD therefore should be strictly monitored by senior police officials. Current practices of monitoring by the OC and other junior officials include distribution of mobile phone number of SP to the public as well as allow people to access SP at his office for any complaints. Some senior officials observed that although such practices put pressure on OC to be accountable and transparent but it also goes against the principle that Thana should be the only center for service to the citizens. All efforts should be directed to make Thana transparent, accountable and client friendly.

Opinion on Community Policing Forum (CPF)

There is confusion regarding the role of CPF. Should this be established and promoted by police in a top-down fashion as it is now? Who is going to nurture CPF after the project is over? What will happen to CPF under political government? How do we prevent political influence over CPF?

At present the following problems have made CPF's future very vulnerable:

o   It is totally dependent on and dictated by police
o   It lacks formal legal mandate
o   It did not get support from civil administration
o   Local political actors are very reluctant to nurture/promote it due to rivalry
o   Incumbent UP leaders perceive that rival elites may use it to build up their political capital

For the sake of institutional sustainability of CPF, a community police officer (CPO) has been appointed in some places. Such position should be created in all CPF and this should also be made full time. Police needs to communicate with local community on a regular basis. Job description of CPF is still ad hoc and informal. Role and responsibilities of CFP should be made formal. For the sake of its sustainability CPF must be granted legal/administrative status

7.6   FGD with NGOs which deals with Trafficking Human Beings (THB)

In the past general public were hardly aware of human trafficking. Traffickers follow certain strategies to lure people. People tend to believe that women traveling to India and the Middle-East are always provided with decent jobs. They did not know that many of these women were taken as sex-workers or sexually abused. Due to massive campaign by NGOs and government, people are more aware now and they have become more cautious. Traffickers now have changed their tactics. Both NGOs and government need to develop strategy based on the new reality. People who have proper passports and visas should only be allowed to cross the border.

NGOs need pro-active support and cooperation from the police to control THB, which they hardly get. For instance, a woman had been rescued from India and brought to Bangladesh by *Jessore Rights*-a NGO. When the woman was taken to the police, the case was simply ignored. *Jessore Rights* had filed a petition to the MoHA and the police were instructed to take the case. During the period of the last caretaker government there was no political pressure on the police. This allowed the police to work freely. Before the caretaker government, the police was mostly in collusion with the politically influential people and traffickers. Given the situation traffickers could easily carry out their activities. Also in such situation, honest police could not take any effective action.

According to NGOs, issues and cases related to THB should be addressed in OHD and CPF. NGO leaders observed that police in Jessore does not seem to encourage NGOs' participation in such forums. Since a section of police is in collusion with the perpetrators of THB, close monitoring of Thana level police by senior officials of the district is needed to weaken the collusive nexus between police and traffickers. OHD and CPF can be utilized to provide reliable information on THB to the senior police officials. In this regard, it is recommended that senior police officials should interact very closely with these institutions, so that they remain informed and are able to closely monitor the activities of the police, who might have relations with the traffickers.
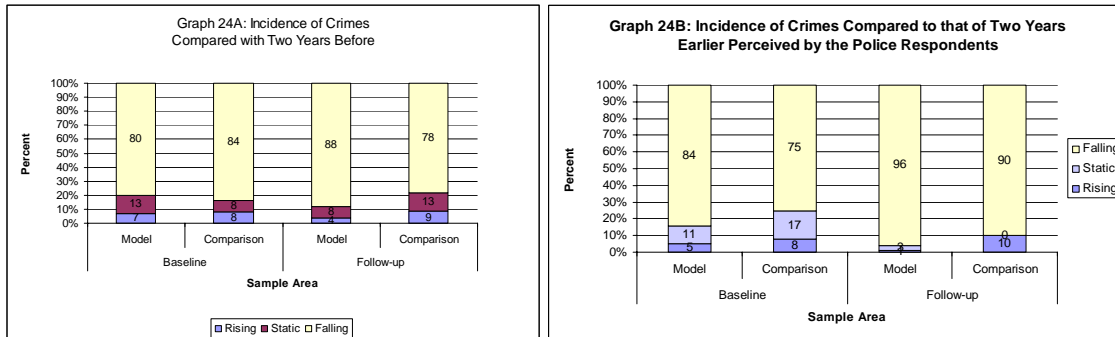
Chapter 8

Comparison with Baseline Survey: Impact of PRP

The baseline survey prior to inception of the PRP interventions was conducted in 2006 in 11 Model Thanas located in 7 districts including 2 metropolitan areas and in 2 Comparison Thanas, covering a sample of 5950 household respondents located within 2 square kilometers of the police station. The follow-up survey was carried out in November-December 2008 in 7 of the 11 Model Thanas and in 4 Non-model Thanas (anticipated to be included in the PRP) in 11 districts and in the 2 Comparison Thanas for assessment of the change. Unlike the baseline survey the follow-up survey covered the entire administrative area of the selected Thanas with overall sample size of 5970 households. In addition a survey of police personnel similar to that in the baseline survey, was also carried out in the Follow up in which a sample of 132 randomly selected respondents were interviewed for their opinions.

8.1   Opinion about Occurrence of Crimes in Locality

The programme shows a positive impact as net of nearly 4% HH respondents (85% in follow up against 81% in Baseline) opined that incidence of crime is falling or falling fast. The opinion of the police respondents also endorsed the trend.

Graph 24A: Incidence of Crimes Compared with Two Years Before

Graph 24B: Incidence of Crimes Compared to that of Two Years Earlier Perceived by the Police Respondents

Some changes, both positive and negative, took place in the perception about occurrence of several types of crime. Overall, occurrence of murder has decreased significantly and that of kidnapping moderately, however, crimes like theft/*dacoity*/hijacking, other violent activities, drug and sex related activities have increased moderately, while no change in crimes related to human trafficking took place over the two years (Table 8.1).

Situation concerning murder and human trafficking and violence against women/children has improved in the Model Thanas over time, kidnapping remained static, but situation related to other type of crimes have deteriorated. In Comparison Thanas, except for murder and kidnapping, situation in other type of crimes has worsened; there was significant improvement in the situation related to murder and kidnapping, but the scenario deteriorated remarkably in the areas of theft/*dacoity*/hijacking and drug related crimes. Most importantly, drug related crime was found to occur at a faster pace in all three areas, Model, Non-Model and Comparison.

Table 8.1: Type of Crimes with No-incidence

Respondent and Type of Crime	Baseline			Follow up		
	Model	Comparison	All	Model	Comparison	All
1	2	3	4	5	6	7
A. Household Respondent						
1. Murder	16	13	15	67	79	74
2. Other violent crimes	26	30	28	5	4	5
3.Theft/dacoity/ hijacking	27	25	26	4	12	7
4. Kidnapping	21	37	29	21	82	57
5. Drug related Crimes	38	50	44	3	4	3
6. Sex related crimes	91	94	92	34	36	19
7. Violence against women/children	75	80	77	13	5	10
8. Human Trafficking	29	100	64	59	88	71
9. Other Crimes	88	95	91	6	3	5

8.2   Opinion on Police Harassing People

Police harassment, as opined by the respondents, remained static - unchanged over the two years in both types of areas – Model and Comparison (Table 8.2)

Table 8.2: Opinion if police Harassment took place (% HH reported yes)

Type of Thana	Baseline	Follow Up
Model	35	35
Comparison	45	45
All Thanas	40	40

8.3   Maintenance of List of Criminals by Police

Overall, positive view on maintenance of list of criminals to track them down has improved and more people are aware of maintenance of list of criminals. Improvement in awareness regarding maintenance of criminals is noticeable in all three areas.

8.4   Victimization of Crime

Victimization among respondents' household members significantly reduced during the last two years (Table 8.3). Reduced victimization of respondents' household members happened in both Model and Comparison areas- reduction in the former was 23% and that in the later was 18%.

Table 8.3: HH Members' Victims of Crime (%)

Type of Thana	Baseline	Follow up
Model	34	14
Comparison	37	19
All	36	15

8.5   Contact with Police and Assistance Received

Overall 2% more households were in contact with the police for various reasons; increase in contact with police was 5% higher in Model Thanas and 1% higher in Comparison Thanas. 'No reason to contact the police', that is, has decreased, 12% in both Model and Comparison Thanas and overall 11%.

Graph 26: Contacted police for any reason
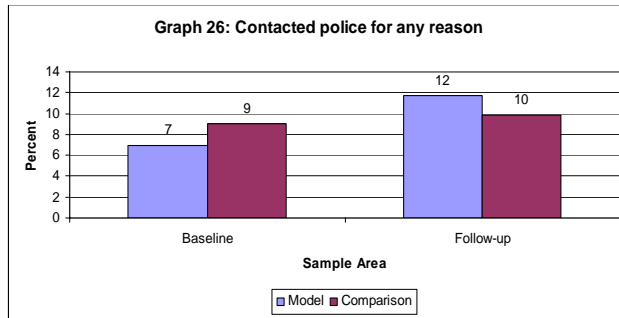
The level of satisfaction among those who met with the police was found relatively high in Follow up; level of satisfaction in all areas together increased by 48%. Increase in satisfaction was much higher in Model Thanas at 36% compared to that of 11% in Comparison Thanas.

Information on police assistance only was provided in the baseline survey, while in follow up provides information not only on police assistance but on other types of supports as well. The supports and assistances other than that of police include legal assistance, financial compensation, medical assistance, shelter and others, provided in association with NGOs/HRO. Overall police assistance

Graph 27: Satisfied with Police Response (% of households)

Graph 28: Police Assistance Received (% of victim households)
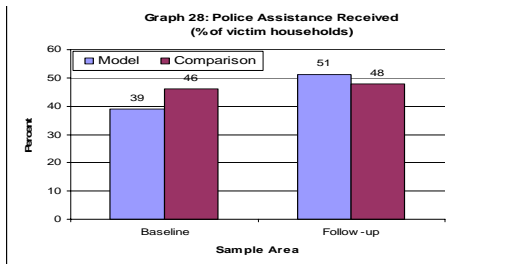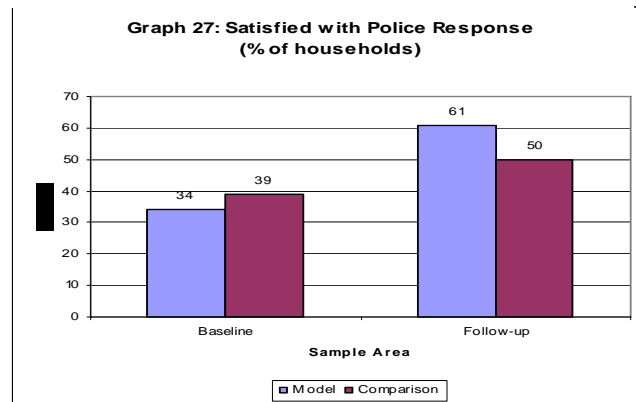
received by the victims increased by 15%; Increase in police assistance is much higher in Model Thanas – 11% compared to only 2% increase in Comparison Thanas.

8.6   Knowledge of Victim Support Organization (VSO)

Situation has improved considering that awareness about existence of VSO has increased in all three areas and the number of respondents who knew about the existence of VSO has increased by 5% Overall and 7% in Model Thanas, though it dropped by 2% in Comparison Thanas (Table 8.4).

Table 8.4: Existence of VSO (%)

Opinion/Perception	Baseline			Follow up		
	Model	Comparison	All	Model	Comparison	All
1	2	3	4	5	6	7
Yes	4	6	5	11	4	9
No	34	44	39	32	51	41
Don't Know	62	50	56	56	46	50

The level of respondents' satisfaction with the legal counselling and police assistance received has substantially increased as per follow-up survey. A total of 10% more respondents were either satisfied or highly satisfied and 11% fewer respondents were dissatisfied with the legal counselling received by the victims; in Model Thanas about 13% more respondents were satisfied while 11% fewer respondents were dissatisfied with the police assistance received by the victims. However, the levels of satisfaction with the other supports, such as, financial compensation, medical assistance and shelter did not show marked improvement.

8.7   Difficulties in Lodging GD/FIR

Difficulties faced in lodging GD or FIR in the Model Thanas reduced markedly (6%) in the follow-up, while increased notably in the Comparison Thanas (9%). For all areas together difficulties reported in lodging GD/FIR with the police stations have reduced (5%).
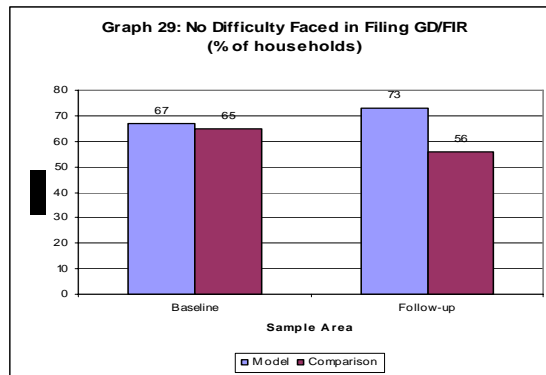
The difficulty most commonly faced in lodging GD or FIR in the Model Thanas was that the concerned person with whom complaint was to be filed was not available at the time. About 8% more respondents reported facing this difficulty.

Graph 29: No Difficulty Faced in Filing GD/FIR
(% of households)

Model Thanas made substantial progress in reducing the 'financial (illegal) incentives sought', 'creation of unnecessary complications and delays' and 'discouragements' in lodging GD or FIR. Illegal money sought was reported by 26% fewer respondents; similarly, unnecessary complication and delays and discouraging filing of GD/FIR were reported by 10% and 6% fewer respondents respectively.

Reasons for not filing GD or FIR also showed improvement in the Model Thanas. Illegal incentives sought was reported by 38% fewer respondents, 16% fewer respondents thought that 'lack of influence' was a factor and 8% fewer respondents thought that 'poverty' was a discouraging reason for not lodging a complaint. Also number of respondents attributing high costs, fear of police harassment and lack of confidence in police for non-filing of GD/FIR was reduced by 26%, 20% and 5% respectively.

Graph 30: Police Tends to be Biased During Investigation
(% of respondents)
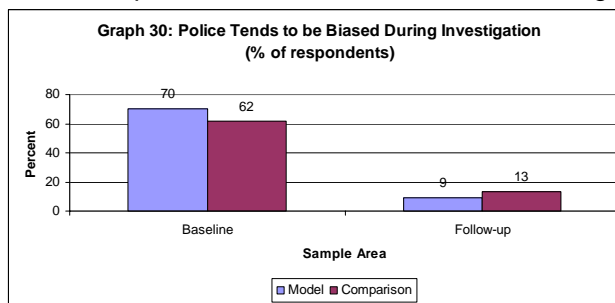
8.8   Police Performance

The respondents' opinion about the time spent by the police investigating at the places of occurrence of crime showed some improvement (Table 8.5). Approximately 27% more respondents mentioned that police now spend more than adequate or adequate time in the crime-spots. Spending less than adequate time in the crime-spot has been reduced in the last two years since the Baseline survey.

Table 8.5: Opinion on time spent by the Police at the place of crime occurrence
(% of HH respondents)

Level of spending time (Opinion)	Baseline			Follow up		
	Model	Comparison	All	Model	Comparison	All
1	2	3	4	5	6	7
1. Spent more than adequate time	10	15	11	53	51	52
2. Spent adequate time	36	38	36	18	25	22
3. Spent less that adequate time	13	14	13	5	6	6
4. Hardly spent any time	27	30	27	6	8	8

There was substantial improvement in crime investigation in follow up survey. Respondents were of the view that police was impartial neutral and these have increased 32% on the contrary other view was that police was acting in favour of someone else has decried substantially 52%. But at the same time position indicating was acting in favour on the victims has not improved much. Lack of interest in difference on the part police in the follow up survey has shown upward trend. The positive changed all indictors were more pronounced in Model Thanas as shown in the table.

Table 8.6: Opinion on Crime Investigation Process of Police (% of HH respondents)

Opinion	Baseline			Follow up		
	Model	Comparison	All	Model	Comparison	All
1	2	3	4	5	6	7
1. Neutral	8	12	9	44	39	41
2 Acts in favour of victim	14	11	13	16	10	13
3. Acts in favour of someone else	70	62	68	9	13	11
4. Disinterested/indifferent	11	13	12	16	21	18

The overall level of respondents' satisfaction (including highly satisfied) on police action after crime investigation has dropped by 32% indicating that dissatisfaction level increased and the situation deteriorated in general and in both Comparison Thanas (from 79 to 45% or by 34%) and in Model Thanas (from 81 to 64% or by 17).

Graph 31: Satisfied with Police Perfromance/Actions After Investigation (% of households)

Graph 32: Believes Police Monitors Criminal Activities (% of respondents)
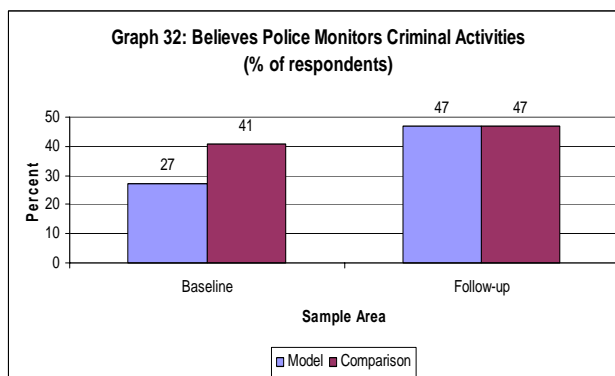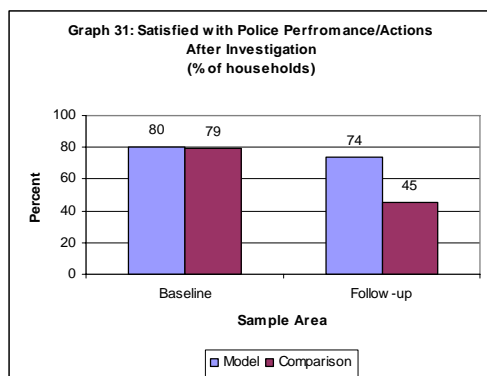
Although over all level of satisfaction of the respondents went down, they are now more satisfied with both procedure and accuracy of reporting to the Police (Table 8.7). Overall,

29% more respondents in case of procedure of reporting and 35% more in accuracy of reporting expressed satisfaction in the Follow up survey.

Satisfaction level in both procedure and accuracy of reporting are higher Model Thanas than that in Comparison Thanas. The implication may be that the Model Thanas earned substantial public confidence on procedures and accuracy of police investigations.

This situation is contrary to the normal expectation and deserves self assessment on the part of the police.

Table 8.7: Satisfaction on Procedure and Accuracy of reporting crimes to the Police (%)

Opinion	Baseline			Follow up		
	Model	Comparison	All	Model	Comparison	All
1	2	3	4	5	6	7
1. Satisfied with Procedure of Reporting	25	29	25	59	47	54
2 Satisfied with Accuracy of Reporting	21	22	21	58	51	56

8.9 Monitoring by Police

Respondents reporting monitoring activities of the identified criminal by police in Model Thanas have increased by 20% compared to that of 6% in Comparison Thanas. Increase in reporting monitoring of crowded places was less and nearly even in Model (7%) and Comparison (8%) Also proportion of people with no view or no ideas about monitoring and watching has decreased significantly indicating that people's overall perception and interest are improving.

8.10 Police Behaviour

The respondents' opinion on the level of satisfaction with police behavior and attitude towards people deteriorated in both Model and Comparison areas - particularly the deterioration is more pronounced in the latter areas (Table 8.8). Overall 10% more respondents are dissatisfied with the behaviour and attitude of the Police.

Table 8.8: Level of Satisfaction on Behaviour and Attitude of Police (%)

Opinion	Baseline			Follow up		
	Model	Comparison	All	Model	Comparison	All
1	2	3	4	5	6	7
1. Satisfied and highly satisfied with Police behaviour/attitude	80	78	79	75	54	69
2 Dissatisfied and highly dissatisfied with Police behaviour/attitude	20	22	21	25	46	31

This may be due to the fact that when law enforcing agencies are allowed to work in a non-democratic environment they tend to become less accountable to the people.

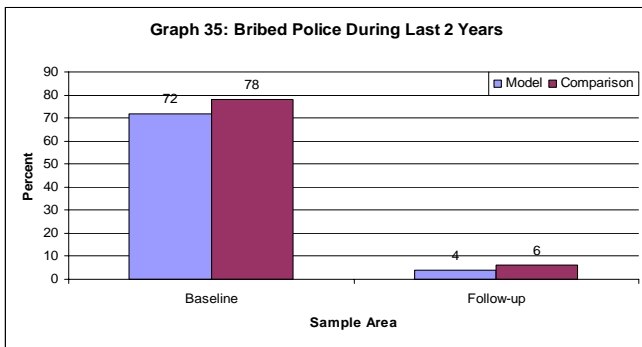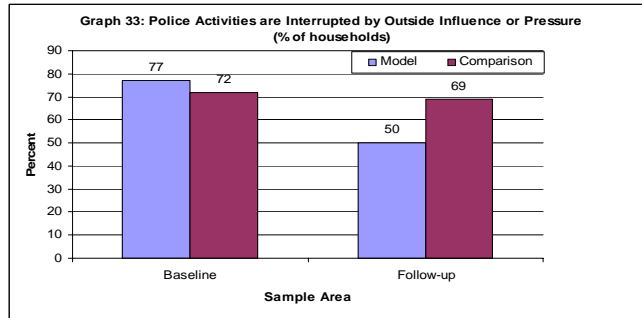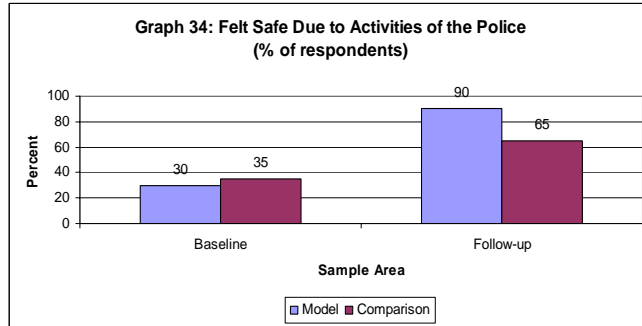### 8.11   External Interference in Police Activities

External interference in police activities has reduced in both types of Thanas, more prominently in Model Thanas. A total of 50% respondents in Follow up felt that there is external interference against as high as 77% in Baseline. In

Comparison in reduced by 3% only, from 72% in Baseline to 69% in Follow up.

8.12   Safety Feelings

In the Model Thanas, Feeling of safety due to police activities improved substantially in the Model Thanas and moderately in Comparison Thanas. Overall 53% more respondents thought that they were safer.

8.13   Bribing the Police

The follow up results show that bribing has been drastically reduced in all areas during the last two years. One can hardly differentiate the reduction or the present level of reported bribing between the areas.
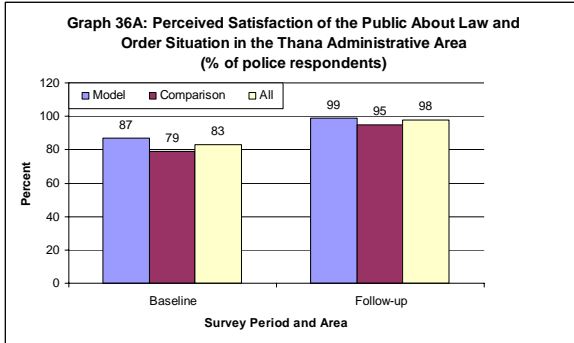
Graph 34: Felt Safe Due to Activities of the Police (% of respondents)

Graph 33: Police Activities are Interrupted by Outside Influence or Pressure (% of households)

Graph 35: Bribed Police During Last 2 Years

Comparison of Police Opinion and Perception (Police Respondents)

8.14   Crimes Committed by Juveniles

Overall about three-fourths (76%) in the baseline survey and three-fifths (61%) in the follow up survey of the police respondents stated that juvenile were involved in committing crimes. Respondents asserting juvenile involvement show an increase (from 72% to 76%) in Model Thanas compared to large drop in Comparison Thanas (from 79% to 52%). However it may be noted that number of respondents in Comparison Thanas was relatively small. Crimes committed by female juveniles found to have gone up. Overall, 43% respondents in the follow up compared to 28% in baseline reported increased juvenile crime; reported increase in juvenile in Model Thana was 25% compared to the same in Comparison Thanas by 18%.

8.15   Level of Satisfaction about Law and Order Situation

Level of satisfaction on prevailing law and order situation has improved in the opinion of police respondents. Overall, 92% of the respondents were either highly satisfied or satisfied


Graph 36A: Perceived Satisfaction of the Public About Law and Order Situation in the Thana Administrative Area (% of police respondents)

Graph 36B: Satisfaction About Law and Order Situation in the Thana Administrative Area (% of police respondents)
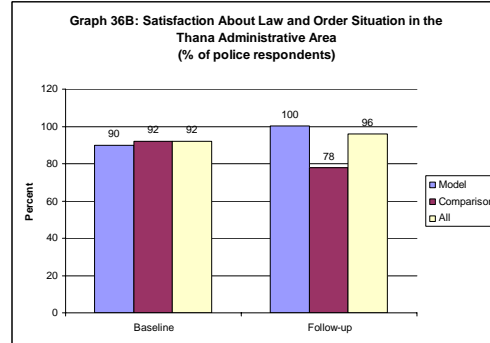
in the Baseline and the corresponding satisfaction level reported in the Follow up is 96%; reported satisfaction level increased from 85% to 100% in Model Thanas and from 79% to 95% in Comparison Thanas.

8.16   Working with NGO/GOs

Overall view of working in partnership with NGOs/GOs for prevention of crime has decreased slightly - from 89% to 86%. However the views working with NGOs/GOs was seen with minor encouragement and increased in Model Thanas by 3%.

8.17   Interference in carrying out Responsibilities and Assignments

About two-thirds of the respondents in the follow up survey and three-fourths in the baseline survey reported that they faced interference in the form of social and political pressure in discharging their responsibilities and duties indicating some lessening of the attribute. Improvement in reduced interference was 17% in the Model Thanas compared to 4% in the Comparison Thanas measured in terms of number of respondents. It may be due to the fact that political and other types of pressure groups in the

Graph 37: Interruption of Police Activities by Outside Influence (% of police respondents)

society were much less active due to state of emergency prevailing in the country.
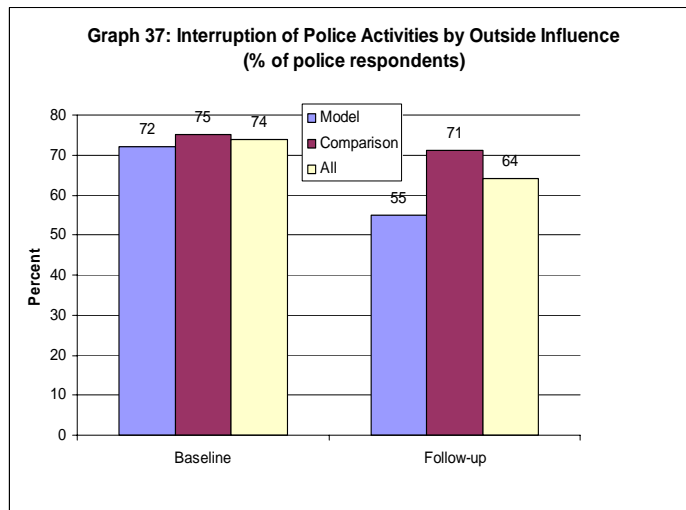
8.18   Feeling Necessity of Code of Ethics

Close to double police personnel in follow up period with reference to baseline situation feel the necessarily of Code of Ethics. A total of 86% in Model Thanas against 56% in Baseline; 78% in Comparison Thanas against 29% fell the necessity of Code of Ethics in the Police Department.

Graph 38: Strongly Felt for the Need of Code of Ethics for Police Service (% of police respondents)
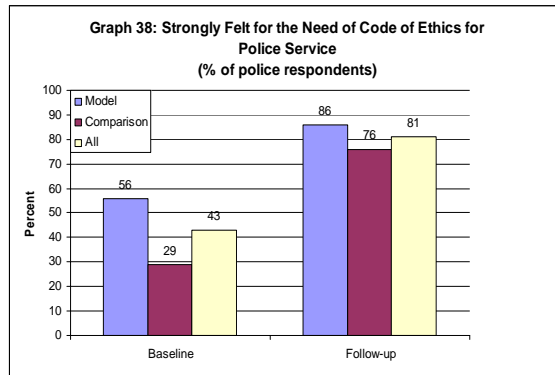
8.19   Recruitment, Transfer and Promotions

Satisfaction on recruitment, transfer and promotion procedures has increased significantly in all categories of Thanas in follow up period. 33 to 49% respondents were satisfied in baseline period and in the follow up it ranged from 62 to 85% respondents. The police in Model Thanas were found more satisfied compared to their counterparts in Comparison Thanas. Likewise, they were more satisfied in case of recruitment (in both categories of Thanas), followed by promotion and transfer in Model Thanas, while transfer followed in Comparison Thanas.

Graph 39: Satisfied with Recruitment, Transfer and Promotions in Police Service (% of police respondents)
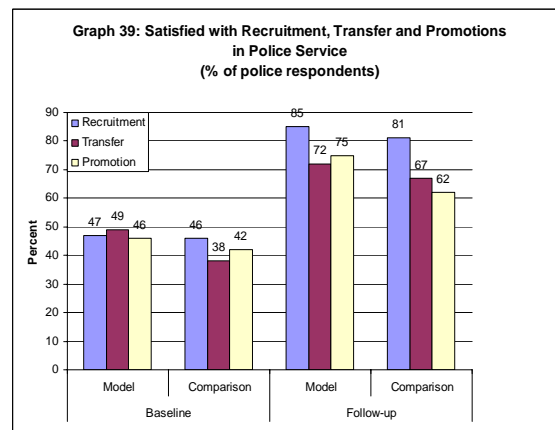
8.20   Need for Change in Police attitude and behaviour towards women and girls

Respondents with the view that there is a need for change in police attitude and behaviour toward women and girls increased from 79% to 94% in Model Thanas compared to the same from 96% to 81% in the Comparison Thanas and unchanged Overall at 88% during the last two years.

8.21   Supervision and Evaluation

Supervision by senior officials has gone down from complete (100%) to 92% Overall, to 90% in Model and 95% in Comparison Thanas. The Practice of Performance evaluation has also fallen from 96% to 86%. Overall, from 100% to 76% in Comparison Thanas, and remains unchanged at 91% in Model Thanas.

Chapter 9

Conclusions and Implications of the Findings

The findings of the follow up survey provides a broader view of the law and order situation, prevalence of crime, police attitude and response to the needs of crime prevention through impartial investigation and prosecution, strategy and oversight towards creating a safer environment since the inception of the PRP three years ago. Based on the findings of the follow up survey it can be concluded that overall law and order and the situation on crime prevention show signs of improvement during the project period.

Survey findings reveal the types of crimes and prevalence, perpetrators committing crime and reasons for committing crime as well the victims of crime along with type of victimization. In short the follow up survey depicts a complete over view of the crime situation and an assessment of crime prevention effort in the Model Thana areas since the start of PRP. The survey findings show incidences of crimes have been reduced and more victims in the Model Thana areas sought and received assistance from the police. Satisfaction with assistance received was noticeable and higher. Reporting incidences of crime to the police by general public improved. Procedure for filing of complaints, GD and FIR, eased along with less reluctance of police toward filing complaints induced more people, especially the educated as well as lower economic group, to seek remedial action from the police. Police response to reporting of complaints though need to be made faster but it is encouraging to note that more people felt that police spent sufficient time investigating complaints and that they were impartial during investigation. Satisfaction with police investigation in Model Thana areas was more than that in Comparison areas. Harassment by the police and Illegal incentive incidence has drastically reduced and these were much lower in the Model Thana areas. Interferences in police activities in the Model Thanas, through illegal money and political influence, were well below the Comparison areas.

Majority of the police respondents confirmed the improved situations of law and order, crime prevention and safety of life and property. They expressed strong satisfaction with the law and order and crime control and felt that the people in general were quite satisfied with police services. Police, however, complained of interference, political and other, while carrying out their responsibilities.

Further, police respondents believed that more women should be in police service. Recruitment in police service should be strictly on merit basis. Code of ethics is essential in police service. Almost 90% of police respondents expressed unhappiness with salary and thought salary should be raised.

Survey revealed that both the general public and the police strongly felt the necessity of transparency and accountability in the police administration to reduce interference in police activities as well as corruption. Police patrol within locality, assistance to victims of crime

and human trafficking and satisfaction with police investigation, knowledge about the right to call for and receive police assistance and perceived feeling of safety – all these appear to be in better shape or performing better in the Model Thana areas compared to the Comparison areas and the Non-model Thana areas..

In spite of the appreciable performance due to PRP, there are specific progrmmes where progress made was less than expected. PRP envisages creating a service that aims for a close relationship with the people through community policing and to create mass awareness. It appears that programmes related to VSO, Open Day Meeting (ODM) and working in partnership/ collaboration with community have not achieved desired result. Only 9% of public respondents were knowledgeable aware of the existence of VSO and only 3% knows of ODM. These indicate that much more needs to be done for generating awareness regarding various PRP activities. Another very important community oriented programme CPF (Community Policing Forum) – intended to build a bridge between community and police service, is still functioning on an ad hoc basis without the support of civil administration and very much dependent and directed by the police. CPF lacks legal mandate and the local political actors are reluctant to nurture and promote CPF (due to rivalry and conflicts of interests).

It is felt that for sustainable achievements and making further improvements will require continuation of the efforts of the last two years. There is a high degree of risk that the programmes (Model Thana, Open Day Meeting and Community Policing Forum) may loose their effectiveness or even become dysfunctional with the functioning of 'electoral democracy' if sufficient safeguards are not in place. One cannot totally over look that PRP was functioning under a 'care-taker' environment during the last two years. The findings and conclusions of the Follow up survey are based on the perceptions and views expressed by the general public and police respondents and those gathered through the FGDs. The study recommends the following based on the overall findings:

Recommendations

- Government's political commitment is crucial to the proper implementation of the principal objectives of police reform.
- Police operations should be allowed to function in an environment free from external interference and influence.
- Creating new institutions and providing physical facilities alone will not produce desired results, ensuring the quality of police service is also very important.
- Intensive training should be imparted to the police personnel following recruitment; orientation regarding rules and procedures, code of ethics, motivation regarding responsibility and importance of service to the people should be addressed and emphasized during in the training programme.
- There is significant public demand for greater Police Accountability. There should be effective monitoring mechanisms in place to make the police service more transparent and accountable.

- Salaries and remuneration of the police should be raised and these should be competitive with other services.
- Budget for the police should be increased since a technically efficient and well-governed police service is an investment for development and economic growth. The police service should receive appropriate allocations from the development budget.
- There is widespread support for a significant increase in the number of women police. More women should be inducted in police service, with need-based physical/residential facilities at duty stations.
- All police actions relating to women victims and suspects should be conducted by women police or at least jointly with their male counterpart.
- Modern Police should have in their possession modernized equipment for investigation, surveillance and monitoring.
- Close networks/collaboration between police and NGOs should be established to nurture police victim support units.
- There is a need for providing further logistic support to the Thanas. Most importantly, police should be provided with more transportation facilities to increase its mobility and to ensure timely response.
- Open House Day (OHD) needs permanent space and resource should be provided to Thana to organize OHD. Results suggest that this needs to be publicised more to effective community and police relationship to curb the crimes.
- Issues and cases related to THB should be addressed in OHD and in Community Policing Forum (CPF) meetings in collaboration with NGOs.
- For the sake of institutional sustainability police needs to establish regular communication with local community and local governments (union parishads). Close monitoring of CPF by the senior police officials should be given priority. Results suggests to aware general citizens on the CPF.