

**CHALLENGES FACED BY THE POLICE OFFICIALS IN
SERVICE DELIVERY: A *CASE STUDY OF POLICE
STATION RAMNA***



BY

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FINAL APPROVAL OF RESEARCH PROFICIENCY

It is to certify that we have read the research proficiency paper by Malik Asimullah Khan. It is our judgment that this paper is of sufficient standard to warrant its acceptance by Bahria University, Islamabad for the award of degree (BSS)

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CHAPTER ONE: INTRODUCTION

1.1 BACKGROUND OF THE STUDY

The act of policing is an apparent aspect of criminal justice system and a well-responded police service is a prerequisite for the positive perception of community. The service delivery of police depends upon multiple factors among which the most important is the prevailing political doctrine and local tradition. In many countries, police alone does not enforce every aspect of law but in fact, there are various other national agencies and institutions that go hand in hand offering either complementary or similar coverage. The police agencies in many countries are established under the government ministry which implies that the police officials are political appointees and holds governmental ranks (UNODC, 2006).

The basic definition of police refers to a department/organization that uses its force to enforce law. Those who work for this department are called as policemen and policewomen or police officers respectively. All of them mostly work out in police stations located in their respective regions (Bittner, 1970). Whereas, Thomaseen (2009) asserts that service delivery is a set of activities by an organization to facilitate people thereby creating its value to the consumers. It is obligatory for the police force of a country to provide services on the subjects covered by its jurisdiction including apprehending criminals, enforcing rule of law, maintaining law and order, protecting lives and property of the people, combating crimes and so on. Such provision of services is known as Police Service Delivery. In response to this, police also leaves its impact on the society which can be either positive or negative depending on how the service providers are exercising their duty.

The National Police of a Nation has its primary objective of maintaining law and order, safeguarding the lives, honor, property and freedom of all the citizens that comes under the jurisdiction of state. In order to achieve this mission, the police must interact with the citizens and act as observers to the accomplishment of laws. One of the challenges to the community police units is to maintain their commitment to safeguard the interests of its citizens. The

security perception of the citizens depends upon the image protected by the police (UNODC, 2006).

The prime responsibility of police is to enforce law in a society primarily by using force. The way in which police officers use force depends on a host of variables such as gender, age, and intoxication. Evidence suggests that police officers exercise a higher level of force on male suspects as compared to female counterparts (Kaminski, et al, 2004). In age matter, the service providers were more likely to use force on young/middle age criminals and were less likely to use verbal and physical force against the older suspects (Paoline & Terrill, 2004). Similarly, Crawford and Burns (1998) indicated that the suspects encountered during the influence of alcohol or drugs were more likely directed towards use of force by police officers as compared to their fellows who were not intoxicated.

In Pakistan, the police force is considered as a sign of terror like other developing countries because even after tireless efforts and investments of billions, the police official's mindset and style of dealing with public has not changed. The political involvement in police also strengthens the apprehension that the Thana culture may never change. The fact has compelled public to lose their faith in police whose prime responsibility is to provide required security to the people (Sumra, 2013).

According to Article 8 of Police Order 2002, the police is required to provide its services regarding preventing crime, investigate and apprehend criminals, participate in trials, register all offences, act in case of accidents and floods etc, collect intelligence on public security, facilitate movement of people and vehicles, carry out patrolling to reduce chances of crime, resolve problems and promote amity, maintain feeling of security and provide relief to people in distress. However, police have been mostly failed to perform its functions effectively. (District and Police Systems in Pakistan, 1999).

According to Transparency International Pakistan (2001), police is the most corrupt public sector department of Pakistan. The Government of Pakistan has carried out police reforms in 2002 to streamline the police services for its better efficiency but in turn crimes have increased after the introduction of such reforms (Abbas, 2009).

The concerned authorities in Pakistan have realized the importance of conducting scientific and systematic studies related to growing prevalence of crimes, its causes, effects, preventions and control respectively. In general, very little scientific work has been carried out in this particular area. However, it is believed that the law enforcing agencies are not responding towards growing terrorism and crimes countrywide. Police records fail to provide sufficient data needed for scientific analysis of the problem to the researchers (Usmani, 1978).

During the last three years, dozen committees and commissions have been formed and ordered to recommend reforms to improve the service delivery of police. Despite of the recommendations available, the trend of crime in Pakistan continues to rise, the citizen's perception about police continues to be negative and victims, petitioners have never obtained nor expected justice within a reasonable time period. Police regardless of its negative image remains an important institution of the country. Therefore the police needs to be reformed and improved in order to fulfill its responsibilities.

There is a dire need to conduct scientific studies on the different challenges faced by the police officials in order to have a deeper understanding of the problem. Many of the countries including the developed nations as well face some serious issues regarding the poor service delivery of police. The way in which the services are being delivered by the police force continues to draw attention by the internal and external environment. The police service delivery is negatively affected by multiple challenges due to which the purpose of the study is to analyze those challenges critically and come up with better approach to improve the service delivery.

1.2 OBJECTIVES OF THE STUDY

1. To explore the challenges faced by the police officials in service delivery.
2. To explore how the police officials cope/deal with the challenges in delivering quality service.

1.3 SIGNIFICANCE OF THE STUDY

Internationally, a lot of research has been conducted on the challenges encountered by the police force. In the context of Pakistan, many research studies have been conducted in the same field but limited to the perspective of consumers i.e. Citizens. As far as I am concerned, this is going to be the very first research to be conducted on exploring the challenges from the perspective of police officials which affect their service delivery.

1. The outcome of this research will firstly, highlight the various challenges held responsible for the poor service delivery of police.
2. Secondly, it will suggest few recommendations that could improve the service delivery of police.
3. Thirdly, the research study would provide an opportunity to the policy makers to mitigate the challenges which are negatively impacting the service delivery of police while making policy and introducing reforms respectively.
4. Fourthly, it will overall add to the existing pool of information regarding the service delivery of police and themes would be drawn considering worthy of dissemination.

1.4 OPERATIONALIZATION OF THE STUDY

The service delivery of police station Ramna is operationalized as follow:

- Preventing and tracking crime;
- Investigating and apprehending criminals;
- Maintaining law and order;
- Registering First Information Reports (FIRs);
- Participating in trials; and
- Carrying out patrolling.

CHAPTER TWO: LITERATURE REVIEW

2.1 CHALLENGES THAT AFFECT THE SERVICE DELIVERY OF POLICE

Service delivery is easier to some communities relatively to others depending on the participation level of the community. For instance, communities involving sex workers, drug addicts, illegal immigrants, homosexuals and gang members will remain invisible to the police officers. These members are considered as taboo and are largely isolated from the society. Due to their nature of work and activities, they feel motivated to stay away from the police. Such invisibility of the community poses deliberate challenges for the police force to combat crimes in their assigned areas (Schwester, 2012).

According to Cao (2011), it is primarily important that the members of the community are following the law else the society will collapse and cannot run in the long run. Hence, the idea of community policing was adopted in many countries thereby, increasing the interaction between police officers and the law abiding citizens. The approach is to allocate police officers to a particular area often local level to decentralize the police authority and by giving more power to the lower rank police officials. This will provide opportunity to both the service providing officials and the citizens to combat crime altogether and to raise their concerns regarding problems of the community. Therefore, approach of community policing will also bridge the gap between the law enforcing agencies and the citizens.

The poor performance of the police officers is attributed to the fact that non-performing members of the police were transferred to other police units without addressing their non-performance. This can be seen as if any personnel's non-performance is accommodated in order to avoid personal conflicts. The study further revealed that the promotion policies are perceived as discriminatory among the police officers as they felt, the people who are competent for the job and deserve promotion are not promoted while those who could not do the job properly are often promoted. This attitude resulted in a distrust and loss of respect for the authority. Therefore the service delivery gets adversely affected (Schwartz et al, 2007).

The work of Ngugi et al (2012) concludes that Remuneration (job satisfaction, job security, incentives, distribution of work and involvement in decision making), Training (relevance of training programme and distribution of training opportunities) and Working Environment (housing, enough space in offices, safety measures and administration facilities such as offices, waiting areas etc) are the three factors that affects the service delivery in either positive way or negative. Greater level of satisfaction with these factors will result in an effective service delivery by the police officers.

According to Schwartz et al (2007), most of the police officials in developing countries are expected to work even without bullet-proof vests. This in turn left them with the only option of either slow down their response/reaction against crimes by waiting for the situation to gets clear. It was found that the police officials are not being paid enough to risk their lives and the security of their families is also not guaranteed.

The interpersonal relations among the police officers were also seen as a challenge. This can have very severe consequences in the field of patrolling where the police officers are dependent on each other for assistance. When the front-line officers ask for assistance in cases of serious crimes such as armed robbery, then the patrolling officers did not respond to radio calls. Other officers along, did not assist their colleagues for considering their promotion itself as unfair (Schwartz et al, 2007).

Lack of accountability in its various dimensions also negatively impacts the police service delivery. For instance, lack of institutional accountability, judicial accountability and government's accountability are the reasons due to which many police officials today are involved in corruption and bribery does not perform their duty and keep exercising misconduct with the citizens. The police inefficiency creeps when justice's gatekeepers fail to shut the door in its face (Gusztav, 1999).

The work of Karimu (2015) highlighted, many of the police officials admitted that the police have not been able to perform their tasks including protecting lives and property of the people, prevention, detection of crime and so on because they are not well-equipped. Poor remuneration, no appropriate telecommunication gadgets for transmission of message and lack

of walkie-talkie has made it difficult to convey the messages in case of emergency. It is also noted that some of the police officers themselves fuel the police vehicle to keep it running from their own income which has also encourage corruption in the police personnel. All the police officers who participated in the study argued that police would have performed better if modern communication gadgets and adequate vehicles are provided.

Many of the police officers are spending too much time on protecting important foreign and domestic dignitaries acting as their guards. This has rendered the number of police available to protect the citizens as well as reduces the concentration of police manpower in the urban areas where most of the crime incidents are likely to occur (Karimu, 2015).

In the undeveloped and developing countries of the world, the poor welfare conditions of police such as deplorable housing, badly maintained weapon, ragged uniforms, non-existing or inferior medical services and the general poor conditions of service needs to be addressed. Officers will keep leaving and will not perform better unless these issues are improved. This downsized approach will make the police more efficient since the resources will be used for larger number of police officers instead of being used for smaller number that is, for the higher rank police officers (Omidoyi, 2012).

The long working hours of policemen in a shift is also matter of concern that interferes with their efficiency. It has been founded that some of the police officials have to work for 16 hours in a single shift because of shortage of police personnel. Sleep deprivation due to long working hours causes officers' irritability with the public and fatigue which decreases the ability to deal with stress (Peatsall, 2012).

It has been noted that poor police training serves as a hindrance for effective policing in most of the countries. The training syllabus is inadequate as greater emphasis is placed upon discipline and very little emphasis is placed on weapon and tactical training. Also, they are subjected to rigorous training which dehumanizes them in the name of discipline. The public officials suggested that courses including criminology, criminal procedure, psychology, sociology and political sciences should be introduced in the training syllabus. There was a consensus among the police officials that if with the introduction of incentives and proper training syllabus, the

police would be able to perform its functions effectively. However it was also found that with the existing training curriculum, police can perform better but the authorities have restricted them to utilize their training to the maximum due to politicization of the agency (Karimu, 2015).

The study of Famutimi (2014) indicated that the police personnel have to buy stationeries from their own salaries. Office equipments are inadequate as well as there is no barrack accommodation and where available, it is founded to be in state of disrepair due to lack of maintenance culture. As a result, men of the agency have to live in rented houses devoid of facilities like electricity, water and even toilets especially in the rural areas. When a policeman goes out to work, he should come back to safety and comfort of his house because a well sheltered man is a well motivated man. In situations where these facilities are not available, police performance is affected.

2.2 ADVERSE EFFECTS OF POOR SERVICE DELIVERY OF POLICE

When a police officer develops a reputation for the abuse of authority, whereas abuse of authority could include corruption and being late in delivering services so as a result, it substantially reduces public trust in them. Once the public loses faith in their law enforcement agencies, then they withhold the information and avoid interacting with the police officers. This severely limits the efficiency of the policy force where witness statements and public assistance could help them to track crimes and keep crime levels down effectively (McCormack, 1996).

The corrupt police accelerate organized crime and internal threats since most of the time, police officers are reported as recipients of bribes and extortion. It also reduces public trust as well as damages the recruitment quality. In addition, the law and order situation substantially depends upon the National Police force which in case of a corrupt police, remains deteriorated because the police would not perform its functions effectively and therefore, and foreign investments also reduces which stops development across the country (Pyman, 2008).

When a public servant i.e. police officer is diverted from providing its services, it is legitimizing the crime and questioning the moral principles, ethics and dignity of the law enforcement agencies and other National Security Institutions. On the other hand, any police officer of the

National Police having any type of affiliation with the people of organized crime denigrates the image of the institution and is often punished with the dismissal of the police career (Adorno, 1995).

The presence of police on the streets is linked with the security perception of all the citizens and the prevention of crime. It is thus each police action has a significant impact on the development of criminal activities. One of the most questioned police action is the absence to the service without any proper justification. When a police officer is absent from his service with a medical justification we should simply not think of corruption at the first glance since it is his right but in that case the security needs should be adjusted with the human resources available. As a result, the absence of police in a society facilitates the increase in crime and strengthens the perception of insecurity which further lowers the citizens' level of confidence primarily due to dissatisfaction with the system of justice (Tagarev, 2009).

2.3 POLICE SERVICE DELIVERY IN PAKISTAN

In Pakistan, the infrastructure of police is very poorly managed. The poor performance of police is attributed to ill-equipped, deeply politicized, chronically corrupt and poorly trained. The primary reason is government's persistent failure to invest in modernization and law enforcement reforms (Rohde, 2002).

Inadequate training and investigation hinders effective policing in Pakistan. It has been found that most of the police investigators use torture to elicit confessions mainly because they lack proper means of investigation. Take an example of a Police Training School in Punjab known as Manawan Police Training School, where 800 police recruits are undergoing a training course of four months. In this school, there are no beds and heating arrangements, only twelve toilets are available with no provision of showers. Similarly no medical facilities are available and according to a media report, 30 percent of the recruits due to illness miss their training schedules (Abbas, 2009).

No special security measures or rewards are provided to the police officials and investigators whose lives always remain at risk. Consequently, many of the police officers have been

assassinated in target killings which demoralize the police and discourage their anti-criminal and anti-terrorism efforts. Moreover, the police also remain victims of terror attacks especially in NWFP and Balochistan (Niaz, 2008).

According to figures quoted in Gannon (Pakistan police losing terrorism fight), even militant organizations offer higher incentives to their recruits as compared to a police man who is fighting terrorism. For instance, the militant groups pay \$20,000 to the families of successful suicide bombers whereas; the government gives only \$6000 to the family of a policeman if he is killed during fighting terrorism or crime.

It was also discovered that the functioning of police station is not typical 9-5 but it is hectic 24/7. There is no availability of kitchens due to which they are supposed to eat from outside every single day and insufficient toilets also create substantial hurdles for them whereas; such availability and construction of adequate toilets may create an impact on the attitudes and performance of the staff. One of the respondents clearly mentioned that the resting areas should be made near to the police station in order to develop a vigilant approach for combating crime and terrorism (Khan et al, 2015).

Lack of funds and corruption remain a substantial challenge in delivering better policing services. In the prevailing circumstances, police frequently perform their duties as VIP guards for increasing number of national and international dignitaries which further diminishes its overall capacity. The earning of low rank officers is around \$100 that is insufficient to meet the needs. This fact has compelled the police officials to get involved in corruption by facilitating the criminals. Therefore, there is an obvious linkage between the very low salaries and corruption (Khan, 2006).

In Pakistan, the members of National Police are often found to be the facilitators of the criminals. Nevertheless, they are also inclined towards practicing brutality and abusive language against their own citizens for whom they are required to provide security. This nature of police incompetency has caused the citizens to avoid interaction with the police officials thereby, withholding the information regarding the criminal activities or criminals respectively. Hence,

the crime level increases and the image of the institution remain denigrated by their own employees (Hussain et al, 1993).

CHAPTER THREE: METHODOLOGY

3.1 RESEARCH DESIGN

Qualitative research is primarily exploratory research which provides insight into the problems and helps to develop hypothesis or conclusion. Qualitative data collection methods involve in-depth interviews, focus group discussions, participant observations and so on. The sample size is usually small in order to fulfill the given quota (Whiting & Sines, 2012). Whereas, exploratory study is conducted when there are few or no earlier studies to refer to about a research problem. The focus is on gaining insights and familiarity for later investigation or undertaken when problems are in preliminary stage of investigation (Eugene & Christine, 2016).

Thus, this research takes an exploratory design incorporating qualitative research methodology in order to support the proposed claim. In addition, field notes and documented observations to be incorporated into the study as evidentiary support.

3.2 SAMPLING DESIGN

The Islamabad police service has a total of 22 police stations that cut across different regions of Islamabad (source; Islamabad Police webpage). It is difficult to study the entire Islamabad police stations and therefore, the researcher attempts to study one of the police stations known as Police Station Ramna as per researcher's easier access. The researcher will study the proposed police station as a case study whereas; in-depth qualitative information is to be collected from the police officials ranging from Police Constable to Station House Officer serving under the Police Station Ramna. Therefore, the study locale will be Police Station Ramna located in the sector G-11 of Islamabad.

The sampling method employed for the study is non-probability sampling because the population does not have the same chances of being selected and hence the sampling technique used for this study is purposive sampling because the researcher has selected those

respondents from which in-depth information has to be collected to serve a purpose in order to achieve the study objectives.

Non-probability is the sampling method where the individuals in the population do not have equal chances of being selected. It does not involve random selection but instead, it involves purposive sampling where the researcher selects the individuals with a purpose in mind, also known as Purposive sampling (Doherty, 1994).

3.3 DATA COLLECTION TOOLS

Three research techniques have been used by the researcher for data collection. They included key informant, participant observation and semi-structured interviews since the researcher found them to be useful for collecting the type of data required for the study. However, the researcher largely relied on semi-structured interviews.

3.3.1 Key Informant

A key informant is an expert source of information who knows what is going on in the community. The purpose of key informant is to obtain information from a wide range of people including the residents and community leaders etc; or the ones who have firsthand knowledge about the community. The significance of the key respondents is that they have the deeper information about the pressing issue or problem in the community which can help any researcher to explore issues in depth (Marshall, 1996).

The researcher will choose one key informant from the study locale who will assist the researcher in terms of organizing meetings with the police officials, interpreting the local terms used in the police station with which the researcher is not familiar and helping the researcher by all appropriate means. The key respondent will also assist the researcher to get deeper information about the problem.

3.3.2 Participant Observation

The process which enables the researchers to learn about the activities of the people under study in the natural setting through participating and observing those activities. It also provides the context for the development of interview guides and sampling guidelines. The day to day involvement with the participants helps the researcher in understanding more about the pressing issue in a research setting (Kawulich, 2005).

As per this data collection method, the researcher will participate in the routine activities within the Police Station Ramna and observe the code of conduct of the police officials with the suspects respectively. In addition, the researcher will also assess the behavior of police officials with the people who want to register First Investigation Report and many other observations would be made according to the scenario.

3.3.3 Semi-Structured Interviews

A semi-structured interview is a data collection tool that allows the researcher to bring out new ideas according to the circumstances. It does not include rigorous set of questions that does not allow the research to divert during the interview (Harrell & Bradley, 2009).

Semi-Structured interviews are to be conducted from the police officials under the Police Station Ramna. Same question guide is to be prepared for the semi-structured interviews in order to explore the issues in depth.

Based on the data collected from the semi-structured interviews, themes will be drawn out which will help the researcher to analyze the data in a more genuine manner.

3.3.4 Study Locale

The study locale of the present research is “Police Station Ramna” which is located in the G-11 sector of Islamabad on Shabbir Sharif Road. There are a total number of 22 police stations in Islamabad amongst which the most important is Police Station Ramna as its jurisdiction covers the G-10 and G-11 sectors of Islamabad where there is a high presence of Afghan settlers involved in illegal activities.

The Police Station Ramna was constructed in 2011 and it starts functioning within few days after its formal inauguration. The new station was established with the objective to control crimes, robbery and auto-theft incidents and to monitor the activities of criminals under these sectors. The Ramna Police focuses on the densely populated areas of G-10 and G-11 and monitors the activities of the slum dwellers especially the Afghan settlers. Moreover, the police officials will also flush out illegal Afghan settlers from the area as they are believed to be involved in car-lifting and robbery incidents.

The Police Station Ramna consists of a Main Entrance Gate which is the only way to enter the police station, a Reception Center with few cubicles used to receive complaints and register First Investigation Reports (FIRs) from the local citizens and a Two-Dimensional Building with 8 rooms on the ground floor used for official matters such as strategy planning, meetings with high-authority police officials, investigation of suspects etc, one prisoner room on the ground floor and 2 halls on the first floor where the police personnel used to rest/sleep. In addition, the Police Station Ramna has two pickups and four motorcycles for patrolling. However two vehicles and two motorcycles are also made available to Ramna Police from Rescue 15 in special cases.

The police officials serving under the Police Station Ramna are ranked as Constable (BS-05), Head Constable (BS-07), Assistant Sub Inspector (BS-09), Sub Inspector/Additional Station House Officer (BS-14) and Inspector/Station House Officer (BS-16). Other Police officers such as Deputy Superintendent (BS17), Superintendent of Police (BS-18) and Senior Superintendent of Police (BS-19) are in command of station and pay seldom visits to Police Station Ramna.

The Police Station Ramna is amongst the four police stations of Islamabad which are smoke-free and smoking is prohibited. It is indeed a positive initiative taken by the high-command of Islamabad Police to protect the environment where the police officials will perform their duties. The outsiders too will be reluctant to smoke within the police station and hence this initiative will keep the environment clean.

The pictorial representation of Police Station Ramna can be seen as follow.





CHAPTER FOUR: FINDINGS/RESULTS

4.1 BACKGROUND OF THE RESPONDENTS

The researcher has conducted 4 semi-structured interviews of Police officials from Police Station Ramna whose background can be seen as follow.

4.1.1 Sub Inspector (SI)/Additional Station House Officer

The first interview was conducted from the Additional Station House Officer who was ranked as Sub Inspector (BS-14). It was found that the Additional Station House Officer joined Islamabad Police force in the year 1982 and since then, he is carrying out his duty with full responsibility and dedication. In addition, the Additional Station House Officer had never regretted his decision of joining Police and he is also respected everywhere being a police officer which further resulted in his job satisfaction.

4.1.2 Assistant Sub Inspector (ASI)

The second interview was conducted from a police official known as Assistant Sub Inspector (BS-09) who joined Islamabad Police force in the year 1987. The ASI dreamed of serving the Public by all appropriate means due to which he ended up joining police force. It was found that the ASI always enjoys doing his duty and he had never regretted even once for joining police. Following his compassion, he always tries to complete his work/task before the deadline in order to assist public.

4.1.3 Head Constable

The third interview was conducted from a police official called ranked as Head Constable (BS-07) who joined Islamabad Police force in the year 1992. It was expressed on the researcher that the Head Constable was fully satisfied with his police job and he was also dedicated to safeguard all the citizens for which he is supposed to. The Head Constable also seems to be a

brave police officer because it was found that, he would rather feel proud of embracing martyrdom in the line of duty.

4.1.4 Constable

The fourth was conducted from a police official known as Constable (BS-05). The Constable joined Islamabad Police Service in the year 2007 and had been able to cope with many challenges since his joining. It was noted that the Constable joined police force just to have a source of income for his family. However his decision did not result in a negative impact over his police career because he always delivers his best. The Constable had all the capabilities what it takes to become a good police officer.

4.2 CHALLENGES FACED BY THE POLICE OFFICIALS IN SERVICE DELIVERY AND HOW THEY DEAL/COPE WITH THESE CHALLENGES

The study was firstly aimed at determining the challenges faced by the police officials of police station Ramna and secondly, how they deal with these challenges in delivering quality service. In order to achieve these objectives, the challenges that in varied ways hinder the effectiveness of police service delivery are divided into themes as follow.

4.2.1 INVESTIGATING AND APPREHENDING CRIMINALS

The findings under the theme of “investigating and apprehending criminals” are further divided into sub-themes as follow.

4.2.1.1 Inadequate Evidence Gathering

A respondent shared that gathering evidence and bringing it on the record has always been a difficult task to be done. All the victims of criminal cases are willing to attend the court but a person who does not have any connection with the criminal case do not agree to appear in court as a witness. The reason being, either the witnesses do not want to get into any hassle or they are not being heard on time in court. Since court always punishes criminals on the basis of

evidence so therefore such cases are prolonged and the criminals could not be proved guilty in the court due to inadequate evidence gathered by the police officers. Therefore, the criminals can be set free by a lack of evidence. As the interviewed police officer said:

“Jo hamara qanoon hai, is me evidence ke ahmiyat hai. Evidence collect karna aur usay record par lana mushkil kaam hota hai. Koi be aadmi jo gher-janibder hai ya jis ka case se koi taluq nahi, wo kabhi be shahadat dainay ke liye tayar nahi hota. Wo log jin ka nuqsan huwa hai ya jin ka muqadma hai, wo log tu shahadat dainay ke liye tayar hote hai laikin agar us ka koi shahadat dainay wala nahi tu us me humay problem hoti hai kyun ke evidence nahi ata. Jab tak aap proper evidence nahi dege, us tarah aap saza nahi dilwa sakte.”

“Court us waqt saza daiti hai jab aap proper evidence dege. Yahan koi be gher-janibdar shakhs shahadat dainay ke liye tayar nahi hota kyun ke court ke chakar lagane parte hai, bar-waqt shahdatain nahi hoti jab log apna kaam chor kar atay hai tu wo note kar laitay hai ke ye hamara time zaya ho raha hai. Is tarah mulzim ko faida hota hai aur usi rahayi mil jati hai.”

4.2.1.2 Transport Deficiency

The study found that the Ramna police officers are critically challenged with regard to transport service. There are only 2 police vehicles available in police station Ramna that could be only used for patrolling purposes. The implication of this is that, the police will be slow to respond to any criminal activity. In all instances, they arrange transport service at their own expense to carry out their official duties.

“Mushkilat tu bohat ziada hai jis me sab se ziada mushkil transport service na hone ke waja se hai. Total 2 humakti gariyan hai jo ke sirf patrolling ke liye istimal kar sakte hai. Agar kisi ko giraftar karna hai ya court me peshi deni hai tu bohat mushkilat aa jati hai. Isi liye humain khud he transport service arrange karni parti hai.”

4.2.1.3 Expenses of Forensic Laboratory

It was found that the police officials are suppose to afford all the expenses for forensic tests. The respondent gave an example of a 302 Murder Case accompanied by numerous challenges from the very start. Initially a map of the place where the victim was killed has to be drawn for which the map specialists charge heavy fees, then the blood sample of killed victim and the killing tool such as knife or bullet etc have to be transferred to the forensic laboratory located in Lahore where the scientists charge fees from the police officials of Islamabad. The researcher was further told that there are only two forensic science agencies in Pakistan that are located in the cities of Lahore and Karachi. However the forensic agency used by the Ramna police is that of Lahore. The police respondent expressed his words in such a way:

“Agar aik case hai na 302 ka, tu us me masial nahi bulkay beshumar masial hai. Is me starting se he aap ke liye mushkkilat peda ho jati hai. Sab se pehlay jahan banda qatal huwa us ka naqsha banana parta hai jis ke naqsha nafees bhari fees laita hai. Phir us ke baad banday ka khoon aur jis waja se death hoye hai jaisay ke pistol se goli chali hai wo Lahore ke laboratory bhejwani parti hai jo ke Islamabad walo se fees laitay hai. Puray Pakistan me 2 laboratories hai, aik Lahore me aur aik Karachi me.”

The police officials request the relatives of killed victim to bear all the expenses of forensic laboratory including traveling cost to Lahore and other forensic tests. The relatives who could afford agree to take care of all the expenses while on the other hand, the police officials meet all the forensic lab expenses by themselves if the relatives of victim are poor and could not afford the expenses. The respondent said:

“Jo dead body ka waris hai, hum usay kehtay hai ke laboratory ke paisay wahan jama karao aur gari ka bandubast karo. Jis had tak us ke power hai, wo us had tak karain. Isi waja se nizam chal raha hai. Agar waris he ghareeb hota hai, tu hamari majboori hoti hai ke hum khud he sara kharcha uthatay hai.”

The police official interviewed further claimed that the police officials do not take bribes; they just ask the relatives of victims to bear the forensic expenses for evidence gathering which is then labeled as bribe in the society and consequently the police officials are defamed for no

reason. The respondent further said that it is the responsibility of the Government to support such expenses but unfortunately, it does not. Therefore the police officials have no way out other than asking the relative of victims to afford the expenses of forensic laboratory.

The following narrative is illustrative:

“Kehte hai na ke police rishwat laiti hai. Police rishwat nahi laity, police un se wo paisay istimal karwati hai jahan unhain istimal karnay chaye. Tu wo hum sab apnay pass se tu nahi kar saktay. Asal police ke badnami ke waja he yahin hai ke awaam par kharchay ka bouj aa raha hai. Zemedari tu yai hukomat ke hai laikin wo nahi kar rahe.”

4.2.1.4 Forswearing by both FIR Applicants

Another police respondent explained that the FIR applicant from both sides forswears on the “Holy Book” claiming that they are innocent when they appear in the police station. In that case, the police officials are unable to believe in any of the party. In order to cope with this challenge, the investigation officer investigates each FIR applicant separately due to which the real offender is being identified. As the respondent expressed:

“Jab hum bethay hote hai tu dono parties jhoti kasmay khanay ke liye tayar hoti hai. Is tarah se be kaha jata hai ke kasam uthanay ke liye tayar hai aur dusri party be kasam khanay par tayar hoti hai. Us waqt thori mushkil hoti hai. Phir investigation officer dono ko akele side par lay ja kar akele me bayan laitay hai jis se clue mil jata hai ke kon sachha hai aur kon jhoota.”

4.2.1.5 Islamabad Inter-Linkage with other Provinces

The Capital territory of Islamabad is geographically connected with the provinces of Punjab and Khyber Pakhtunkhwa which results in the shift of governments upon crossing Islamabad’s territory. The respondent revealed that the judges, police officers and government will change after traveling few kilometers far in and from Islamabad. Therefore the Islamabad Police officers enter the cities of Rawalpindi, Taxila and Attock where they could not exercise their legal authority to prevent crime and apprehend criminals. For instance, a criminal who is

running and stepped into the territory of other provinces could not be arrested by the Islamabad Police officers due to change of government.

As the police respondent was noted as:

“Islamabad me sab se bari problem tu yahin hai ke kuch kilometers baad aap ke judges, officers aur government change ho jati hai. Sobaye government ke andar chalay jate hai. Ab road cross karege tu pindi chalay jayege jahan banda arrest nahi kar saktain. Edher se cross karain Attock pohunch jayege aur wahan dusri side janay par Taxila aa jayega. Ab aik banda wardaad kar ke bhag raha hai, aur road cross kar jata hai tu aap usay pakar nahi sakte kyun ke wo jaga aap ke daray ikhtiyar me nahi.”

4.2.1.6 Lack of Funds

The policing challenge that hinders the effectiveness of police with all its potential is the lack of funds. It was revealed that the police officials lack funds to; buy stationary stuff, fuel police vehicles, support forensic laboratory expenses, serve food to prisoners and for other traveling expenses. The manifestation of this can be seen in a detrimental effect on each police officer's duty. Hence the police had to pay themselves for which they are not entitled to pay. The revelation was made by the police respondents as:

“Sab se bara masla he yahin hai ke hamare pass funds nahi hai. Stationary, patrol, forensic tests ke kharchay, qadiyon ko khana khilana aur baqi transport ke kharchay sab kuch khud bardasht karnay parte hai. Agar hum na karain, tu yai thana chalna he ruk jayega.”

The respondent further went on by saying that a formal bill needs to be passed for acquiring funds to buy any official stuff which takes a year longer. So the police officials cannot afford to wait that long and they always ended up paying themselves. As the respondent said:

“Agar me koi cheez laita hun tu us ka bill bhej daitay hai, tu wahan par bari mushkilat hai. Us bill ko pass karanay me aik saal lagta hai. Phir ziyada yahin kehtay hai ke us museebat me kon paray, bus jitney lag rahe hai theek hai.”

4.2.2 PREVENTING AND TRACKING CRIME

The findings under the theme of “preventing and tracking crime” are further divided into sub-themes as follow.

4.2.2.1 Low Manpower of Police

A respondent expressed that the low manpower of police has been a significant challenge in preventing and tracking crime at the moment. The police officials are expected to reach the crime scene immediately leaving all their work behind and upon reaching the crime scene, they are being asked to move somewhere else. The police officers are also mobilized to perform their duties due to which they cannot report timely whenever an unfortunate incident takes place. The respondent expressed his statement in the following words:

“Crime ko rokne me jab be koi masla ata hai wo hamari nafri kum honay ke waja se ata hai. Agar kisi ko giraftar karna hai tu bar-waqt police officers nahi milege. Hum aik kaam kar rahe hote hai tu us ko choro dusray kaam par pohuncho, jab dusray kaam par pohunchtay hai, tu us ko choro teesray kaam par pohuncho. Police ke nafri be kum hai jis ke waja se amla tayar nahi betha hota agar koi masla ho jata hai tu.”

The researcher was also informed by police respondents that many police personnel are concentrated to protect the important national and international dignitaries despite of the fact that Islamabad Police is already understaffed. The active police officers are permanently deployed for the protection of top political office holders that include President, Prime Minister (PM), Members of National Assembly (MNA) and Cabinet Ministers etc. Hence, the available manpower of police is low for public service and crime prevention. The police officer expressed his narrative in such words:

“Hamarain ziyada tar police officers ahem shaksiyat ke hifazat karne me lagay huwe hai. Bohat saray police officers National Assembly me duty day rahe hai aur bohat saray personal security officers banay huwe hai PM, MNA aur Cabinet Ministers etc ke liye. Ab jab nafri he kum hai tu jariam roknay me masial tu hoge na.”

4.2.2.2 Payment of Informants

The respondent defines “informants” as those members of the society that inform police about any suspicious/illegal activity happening within the society. It was found that the informants take money from the police officials for each case which may be ranging from 2,000PKR-10,000PKR depending on the case. All such expenses of informants are to be covered by the police officials while the Government does not facilitate police to cover such expenses. However these informants could be a street cleaner, garbage collector, student or any retired officer etc. The narration of respondent is illustrated as:

“Muqbar wo khufya banday hote hai jo humain jariam ke baray me aga karte hai. Muqbar se kaam nekalwanay ke liye unhain paisay be dainay parte hai warna wo hamare liye kaam he na karain. Her muqbar ko case ke mutabiq paise diye jate hai jese ke kisi ko Rs.2,000 day diye, kisi ko Rs.5,000 aur kisi ko Rs.10,000 dainay parte hai. Yai sab muqbari ke paisay hume apni jaib se dena parta hai, hukamat ke taraf se kuch nahi milta. Yai muqbar koi safaye wala ya kuray wala be ho sakta hai, koi aap ke tarah student be ho sakta hai aur kuch retired officers be hote hai.”

4.2.2.3 Dense Population and Numerous Streets with Sub-Streets

The respondent also shared that the jurisdiction of police station Ramna covers areas near to Mehar-Abadi (katchi abadi near G-11 sector of Islamabad) in which people from all over Pakistan and Afghan refugees are settled. Consequently, the dense population increases the risks of crime. The respondent also said that there are too many streets in Islamabad sectors of G-10 and G-11 which are further attached to sub-streets. For instance, a street snatcher entered the street on motorcycle, robbed a woman, escaped into Mehar-Abadi through the sub-street attached to the original street and lastly rushed towards the main road. In such situations, police officials cannot be present outside the woman’s house. Therefore the police do face such challenges in combating crime.

The respondent expressed that:

“Sab se pehle tu may ye kahunga ke hamare ilaqay me Mehar-Abadi hai jis me puray Pakistan se log aur Afghan mahajireen be reh rahain hai. In ilaqo me wardaad ke chances be bohat ziada

hote hai. Ab her jaga police be nahi hoti kyun ke G-10 aur G-11 sectors me galiyan be itni ziada hoti hai aur un galiyon se be agay chori galiyan nekalti hai. Misaal ke tor par, ab aik aurat gali me ja rahi hai itne me motorcycle wala wardaad kar ke agay chori gali se nekal jata hai, wahan se Mehar-Abadi me chala jata hai aur phir main road nekal jata hai. Tu wahan humay crime ko roknay me masla ata hai kyun ke police us aurat ke ghar ke bahar nahi khari ho sakti.”

The interviewed police official shared that two police pickets are set up at the main entrances of G-10 and G-11 sectors and 4-5 vehicles (including Rescue 15 vehicles) with police officers on it are always ready to respond in order to curtail crime in the regions. This was explained as:

“Jariam ko roknay ke liye hum nay 2 main jagahon par police ke naqay lagaye hai. Hamare pass 4-5 gariyan hai jis me Rescue 15 se be madad le gayi hoti hai, in gariyon me police ke naqvi tayar bethi hoti hai ta ke jariam ko qaboo kar sakain.”

4.2.2.4 Poor Street Lighting

The respondent further shared that few street crime incidents took place recently in which the victims were robbed. The police officials wanted to draw the sketch of criminals in order to track them but all the victims/witnesses could not describe the face of criminals due to poor street lighting followed by either the lack of street lights or their turn-off mode. As it was narrated as:

“Abhi pechlay dino kuch wardatain aisi hoye the jis me hum nay unhain kaha tha ke koi sketch bata do ya koi hulya bata do mujrimo ka ta ke unhain pakarnay me asani ho laikin wo kehtay hai ke andhera tha hume tu nahi pata jis ke bunyadi waja streets lights nahi hoti galiyon me ya phir wo off hoti hai.”

4.2.2.5 Long Duty Hours of Police

It was found that the police officials are required to perform 8-12 hours duty each day with many performing 12 hours a day. The 24/7 functioning of police station Ramna and the shortage of manpower made them work 12 hours. The respondent clearly mentioned that the police officials can be called anytime for duty even if it means working more than 12 hours a

day. The long duty hours therefore lead to restlessness and frustration amongst police officials and they are unable to concentrate while on duty.

“Humain 8-12 ghentay rozana duty daini hoti hai jis me se ziyada tar 12 ghentay ke duty hoti hai. Police walo ke job is tarah hai ke unhain kisi be waqt duty ke liye bulaya ja sakta hai chahain wo 12 ghentay duty se ziada he kyun na ban raha ho. Ziyada duty hours ke waja se phir thakawat mehsoos hoti hai aur naukri par dehan nahi rehta.”

It was also noted that most of the police officers including Station House Officer (SHO) are housed within the same police station which was found to be deprived of basic lodging facilities that include water supply, gas, kitchen and mess. They are being compelled to eat food from outside restaurants under such circumstances.

“Hum sab tu yahan thanay me he sotay hai aur SHO saab be yahan he hotay hai kyun ke unhain kisi be waqt bulaya ja sakta hai. Thana Ramna me pani ka masla hai, gas nahi, na he kitchen hai aur na he koi mess jis ke waja se bahar se khana lana parta hai.”

4.2.2.6 Promotion Issue

Another challenge that the serving police official expressed disenchantment about is with regard to promotion. The respondent interviewed has spent 12 years in ‘Constable Rank’ without promotion. It was found that the promotion of a police officer is not guaranteed even if the officers perform at the top of their class and the promotion cases are yet pending from many years. Such poor terms and conditions of service deteriorate the effectiveness of police service delivery in curtailing crimes. The police respondent narrated his disappointment as:

“Hamara Islamabad Police ka sab se bara masla he promotion ka hai. May 2004 me barti huwa tha aur abhi tak may Head Constable confirm nahi huwa. Agar sab se acha be perform karo tab be promotion guarantee nahi hai police me.”

The respondent further shared that the two senior batches are waiting for their turn to be confirmed as ‘Head Constable’ so where does his chances for promotion lies. However the

respondent confirms his plan to quit police service in the nearby future due to poor promotion policies.

“Mairay se 2 senior batches abhi tak Head Constable me confirm nahi huwe tu may kahan se promote hunga. May police ke naukri chor dunga agar mera kaam ho jaye jis ke peechay me laga huwa hun.”

4.2.3 MAINTAINING LAW AND ORDER

In regards to the challenges faced by the police officials in maintaining law and order, all the respondents expressed the same challenges as discussed before which include lack of transport service to respond at the moment, the payment of informants, bad lighting at nights, high population of G-10 and G-11 sectors which in turn increases the chances of crime, inadequate evidence presented in the court due to which the law offenders could not be punished on legal grounds and they are set free.

In order to cope with such challenges, the police officials strive to prevent crime before it takes place. They are always active to arrest the loafers, unknown people who do not belong to the society and both parties in case of conflicts so that any robbery and murder could be prevented. The coping strategy to maintain law and order in the jurisdiction areas was explained as:

“Law and order me humain yahin training de jati hai ke jariam se pehlay un ke rok tham. Is me hum awara gardo ko pakarte hai, jo log is ilaqay ke nahi hote aur ghum phir rahe hote hai tu hum unhain pakartay hai aur agar kisi laria ka andesha ho tu hum dono parties ko giraftar karte hai ta ke baad me koi chori, daketi ya kisi ka qatal na ho sakain.”

Another respondent shared that the police strictly monitor the society, do snap checking, conduct comb-searching operations and start checking people suddenly as a result of which the criminals are reluctant to commit any crime. The police officials remain in contact with the unions and members of the society including security guards so that they could be informed

about any suspicious person and illegal activity happening or likely to happen in the society. It was also explained that both “Police” and “Public” interact by all appropriate means and this collaboration also takes place with Rescue 15 to maintain law and order in the society all together.

“Hum ilaqo par nazar rakhte hai, snap checking karte hai, comb-searching karte hai, achanak kisi jaga khara ho kar checking shuru kar dete hai jis ke waja se jariam pesha afraad bhaag jate hai. Ilaqay me jo unions hai un ko hamare rabtay hote hai, rehiashi hazraat se rabtay hote hai aur chowkidaro se rabta rakhna ta ke koi be gher-qanooni activity ke baray me bare me humain itla day aur mujrimo ko pakra sakain. Ab pure ilaqay me aur her jaga tu police nahi khari ho sakti jis ke waja se awaam ko involve karna parta hai aur Rescue 15 se be humain itla milti hai tu you hum sab mil kar kaam karte hai.”

4.2.4 REGISTERING FIRST INFORMATION REPORTS (FIRs)

The findings under the theme of “registering first information reports” are further divided into sub-themes as follow.

4.2.4.1 Incomplete Applications for FIR

One of the respondents who used to register and maintain all the record of FIRs at the police station Ramna revealed that the only challenge faced by the police officials in registering all the FIRs is the incomplete applications submitted by the victims for FIR consideration. The applications must include all the essential requirements (place of crime, exact timing, lost items, injury, murder etc) which could be later transformed into FIR for further proceedings. The victims mostly do not remember the exact time when the crime has taken place and often say for example, near to 10PM at night. If the police officials started to register FIR based on such incomplete information, then obviously the victims will be at loss because their cases will either not get approved by the court or the police officials will face greater difficulties in

apprehending the offenders due to incomplete application. It was also shared that few victims wanted to add some information into the FIRs after they were being filed already.

Therefore, all the victims with incomplete applications are called back by the police officials and are guided on how to write applications containing complete information for FIR. However if the police keep on calling the crime victims to acquire information, they were seen as annoyers. All of these experiences were communicated by the respondent as follow:

“FIR darj karne me sirf aik he issue humain ata hai wo na-mukamal darkhwast daina hai. Jis ke sath wardaad hoye hai usay written form me darkhwast day daina chaye jis me timing aur sari details likhi honi chaye ta ke court me pass karanay me asani ho. Wo kehte hai ke qareeb is waqt wardaad hoye the tu humain wahan mushkil hoti hai. Unhain phir dubara call kar bulana parta hai aur unhain darkhwast likhnay ka sahi tareeqa batatay hai ta ke koi kami peshi na rahain.”

“Kuch aisi darkhwast ati hai jo kum cheezain likh kar bhej dete hai aur baad me kehte hai ke ye be mention karna tha aur yai be. Phir log kehte hai ke humain police wala tang karte hai. Jo application wo dete hai hum phir usi tarah FIR indraj kar dete hai tu baad me usi ka nuqsan hota hai kyun ke FIR me hum apni taraf se kuch nahi likh sakte hai, jo logon ne application me likha hota hai hum wohin likhte hai.”

4.2.4.2 No Internet Connection

The police station Ramna was also deprived of an ‘internet connection’ in an era where the Information Technology (IT) has brought massive changes to the world. It was explored that a police respondent has to recharge an internet device by himself called “Evo Wingle” to register FIRs on online database. As it was narrated by the respondent:

“Aap yai andaza laga lay ke humain koi internet connection nahi diya gaya aur yai jo evo wingle aap dekh rahe hai, is me be apni jaib se paisay dalwanay parte hai ta ke FIRs online darj kar lay. Is ke ilawa koi hal nahi hai mairay pass siwaye is ke ilawa ke may khud paisay dalwa kar internet lagwa lu.”

4.2.5 PARTICIPATING IN TRIALS

The findings under the theme of “participating in trials” are further divided into sub-themes as follow.

4.2.5.1 Duty Bound Jobs of Police

The toughest challenge experienced by the police officials while participating in trials is due to duty-bound factor. The investigation officers are duty-bound and by no means, they can skip the court hearings. If the lawyers, criminals and witnesses did not show up on due time or they failed to attend the court hearing, the investigation officers are ordered by the judge to either wait further in court or show up in the next hearing. In such cases, it is the valuable time of police that gets wasted. The respondent shared this in the exactly same words as:

“Police ko sab se ziada masla hota hai kyun ke police duty-bound hai. Police ko judge saab be keh dete hai ke aap wait kare aur agar wo nahi aye, tu judge saab agli date day daitay hai. Laikin police nay jana he jana hai chahain wo log aye ya nahi. Is sab me police ka waqt he zaya hota hai.”

4.2.5.2 Delay Tactics of Lawyers

The problems in trial court are a result of delay tactics used by the lawyers. It was discovered that the defense lawyers and advocates use delay tactics against police force to obstruct their legal action in opposition to the criminals. Such tactics are used because they are aware of the fact that the investigation officers also had to carry out patrolling in both morning and night shifts prior to their appearance in court. Upon absence in trial, the judge is permitted to lodge a complaint letter to the high-ranked police officials that may halt the salaries of investigations officers as well as they could even lose their jobs. A recent story was shared by the respondent that an investigation officer from Ramna police appeared in the court at 8AM for court hearing where the judge advised him to wait till 12PM upon the absence of lawyer because the lawyer had to attend High court session (as told by his assistant), the investigation officer therefore stepped into the witness box and waited, suddenly the lawyer assistant appeared again and

made an excuse to the judge that his Sir cannot attend the court today because of his ill health mother and so the hearing session was delayed for few days. The police linked this as:

“Mushkilat police ke liye trial court me wakeel sahiban he peda karte hai. Wo delay tactics istimal karte hai kyun ke unhain pata ke police wale nay raat ko be gasht karni hoti hai aur subha be hazri se pehle gasht karni hoti hai. Aap nay wahan subha pohunch jana hai aur agar aap na gaye tu judge aap ke afsaran ko letter likh kar aap ke salary be rukwa sakte hai aur aap ki job be ja sakti hai. Police ko her haal me jana he jana hai. Jaise ke hamaray investigation officer subha 8 bajay pohunchay, wahan par wakeel ka munshi aya aur judge ko kaha ke wakeel saab aaj High court gaye hai 12 bajaye ayege, judge saab nay kaha ke wait karain, investigation officer phir witness box par char gaya aur wait kiya, phir dubara munshi aya aur judge ko kaha ke wakeel saab aaj nahi aa sakte kyun ke un ke walida beemar hai. Tu phir judge saab ne agli tareekh day de.”

The respondent further went on that nobody expresses harmony with an investigation officer who waits in the court for long hours at the expense of lawyers and afterwards, the investigation officer is also required to perform his remaining duty mainly patrolling. The respondent narrated his grievance as:

“Laikin police walo se koi nahi kahega ke aap subha se bethay huwe hai aur wakeelo ke waja se khwar ho rahe hai, tu shaam ko phir aap nay gasht karni hai.”

4.2.5.3 Inaccurate and Weak Testimony of Victims/Witnesses

Another respondent shared that it is the responsibility of an investigation officer to collect all the required evidence regarding the case for which the FIR is filed. Afterwards, the investigation officer is also required to submit the case challan with all evidence to the Legal Branch of police which only gets approved upon complete submission of evidence. On approval by the Legal Branch, the case progresses to court. Now the investigation officer is only required to attend the court hearing and give his testimony which is never weak. As the case gets to the court, the judge solely relies on the testimonies of FIR applicants and witnesses. However the lawyers have a little role in influencing the final verdict of judge. It was noted that the inaccurate/weak

testimony from any of the applicants/witnesses causes actual problem to declare the culprits as guilty of criminal offence.

“Na-ahli police ke nahi hoti. Is me mudaye ka bohat role hota hai aur wakeel sahiban ka be role hota hai. Police ka tu challan he Legal Branch us waqt pass karti hai jab tamam evidence aur saboot ho. Jab challan pass ho gaya tu us me investigation officer ke kamzori tu na hoye na. Phir case court me chala jata hai jahan dono taraf wokla saheban hote hai, tu shahadaton me koi masla aa jata hai. Police ke shahadat kabhi kamzor nahi hoti, hamesha mudaye ya witness koi aisi baat kar deta hai jis se masla khara ho jata hai kyun ke judge saab mudaye par based hote hai.”

4.2.5.4 Settlement of a Criminal Case with Money

The police officials investigate, trace and arrest culprit, put him into a prison, keep him on remand and get involved in judicial. In trail court, the crime victims must speak up for testimony but they decide to drop criminal charges against the culprits in exchange of money instead. Consequently, the police get demoralized because their days and nights of hard work turned out to be waste of time. It was narrated as:

“Ab police wala investigate karta hai, mulzim ko pakarta hai, trace karta hai, judicial karata hai aur remand par rakhta hai. Itni mehnat karnay ke baad jab trail court me jata hai, udher ja kar jab mudaye ko bolna parta hai laikin wahan ja kar wo jab sulah kar laita hai paisay lay kar, tu police demoralize ho jati hai. Yaar mene itna kuch kiya laikin koi faida nahi huwa.”

The challenges faced in solving criminal cases were further explained with the help of a recent example. The respondent communicated that his colleagues including the investigation officer arrested a criminal from Lahore who committed a crime in the G-10 area of Islamabad. Thus the criminal was brought back to the prison of police station Ramna where he was imprisoned for judicial remand. The case goes on with the court hearings but after 25 days, the complainant reconcile with the criminal just for the compensation amount of 27,000 PKR. The police officials are subjected to such humiliation in many cases. In addition, two questions were raised to the

researcher by the police respondent like “Don’t you think that police will get demoralized?” and “Do you think that police will positively behave under such circumstances?”

“Hamare thanay me ye itna ziada huwa hai investigation officers ke sath. Aik mulzim nay G-10 se wardaad ke aur hum nay usay Lahore ja kar pakra aur usay yahan wapas lay kar aye, edher aa kar hum nay jail bheja aur phir 25 din ke court trail ke baad mudaye saab nay sulah kar le. Kya faida? Police tu demoralize ho gayi kyun ke us nay 27000 rupay ke liye sulah kar le. Police ko jo us nay itni zalalat bakshi tu aap kia sochte hai ke police demoralize nahi hogi? Aap kya sochte ho ke police ka rawiaya aap ke sath kaisa hoga phir?”

4.2.6 CARRYING OUT PATROLLING

The findings under the theme of “carrying out patrolling” are further divided into sub-themes as follow.

4.2.6.1 Shortage of Police Vehicles

The major challenge confronted by the Ramna police in carrying out patrolling is the shortage of police vehicles. When a senior officer is called for the protection of VIP movements, the officers are left with only one police vehicle that is not enough to patrol both the G-10 and G-11 sectors. Upon availability, the vehicles are also out of fuel sometimes for which the patrolling officers themselves have to fuel the vehicles.

The respondent explained that as:

“Patrolling me petrol ke maslay aa jate hai aur gariyan kum honay ke. Agar senior officer ko VIP movement par jana par jata hai, tu sirf aik gari reh jati hai patrolling ke liye dono sectors me jo ke kafi nahi hai. Agar gari hoti hai tu kabhi kabar petrol nahi hota jis ke waja se hamain khud dalwana parta hai.”

4.2.6.2 Police Vehicles Prohibited outside the Jurisdiction Areas

A respondent shared that they are not allowed to use police vehicles in order to arrest someone or conduct raid outside the jurisdiction areas. Therefore the personal cars of police officers and few locals of the society are being used for such purposes. It was narrated by the police respondent as:

“Agar hum nay kisi ko giraftar karna hai ya phir raid par jana hai apnay ilaqay ke bahar, tu hum hukamat ke gariyan nahi istimal kar saktain. Isi liye humain officers ke personal gariyan istimal karni parti hai aur kuch achay local hazraat hote hai jo humain apni gariyan day daitay hai.”

CHAPTER FIVE: DISCUSSION

The national police all across the globe are subjected to numerous challenges in delivering their services. These challenges could hamper the way in which they deliver quality services to the citizens. The current study explored many of these challenges that could affect the overall capacity of police force. Amongst other findings of the study, the finding that also relates to other parts of the world is transport deficiency in which the police force lacks the basic transport facility to respond to incidents of crime. It was revealed that the Ramna police had to function without any transport service which creates serious problems for them to participate in court trails and conduct a raid outside the jurisdiction areas. There were only two police vehicles in police station Ramna which were to be used for only patrolling and arrest/raid purposes within the jurisdiction. The issue of transport was validated by the findings of Omeje and Githigaro (2002) who asserts that the minimal vehicles are available for Nairobi police that are not enough to perform their duties. The numbers of police vehicles available are also scarcely fuelled and poorly serviced that they keep breaking down at crucial points. Hence, all such cases will leave a detrimental effect on the service delivery of police.

There are many factors that affect the police service delivery amongst which the most important is lack of funds. All the responds who participated in the study revealed that lack of funds has perpetuated the police inability to deal with various issues. Whether it is for stationary, fuel or internet purposes, the Ramna police have not been compensated with the provision of funds by the government. Another study also noted out that the police personnel used to buy stationary stuff at their own expense so that they can keep their offices running. The office equipments provided by the high-command are also inadequate for which the police have to deal in anyway. Such work experience will contribute to low morale of police personnel at work (Famutimi, 2014).

It is a widely recognized fact that high crime rate is linked to dense/high population in the region. Hence, there are great chances of crime especially the street crimes in G-10 and G-11 sectors due to dense population as told by the police respondent. It was found that the G-11 sector is connected to Meher-Abadi which increases its overall population and chances of crime. Thus, the high population of the region does poses more challenges in fighting crime. This assertion was also reinforced by Braithwaite (1975) who stated that the crime incidents will double when the population of a region/city will double. Therefore one could clearly argue that the increase of crime is being followed by the increase of population.

The Ramna police personnel were obliged to work 8-12 hours a day whereas; most of the officials had to work 12 hours a day due to low manpower available. Nevertheless, it was found that the functioning of police station Ramna is 24/7 due to which any police official could be recalled again for duty even it will account for more than 12 hours duty a day. The long duty shift will obviously cause restlessness and frustration amongst the personnel as indicated by the respondent. The finding of long duty hours is also supported by the finding of Peatsall (2012) whose study revealed that long working hours of police has been an issue that interferes with their efficiency. Some of the policemen had to work 16 hours a day at the expense of low manpower. The implication of this comes in a way that the police personnel are deprived to sleep well and deal with the stress.

From the research findings, it is evident that low manpower poses serious threats to the police force to combat crime. It was found that the Islamabad Police is understaffed and so as, police station Ramna. Moreover, a significant number of law enforcement officers are deployed to protect national and international dignitaries in Islamabad which further diminishes the overall capacity of the police force. The shortage of manpower is not limited to a single country or few countries, but expanded to many countries of the world. Another study conducted relates human resource deficit with regard to the policing challenges. It was argued that many police officers are engaged in administration duties, guarding the top political elites including Prime Minister, Cabinet Ministers etc and therefore the country is under policed due to inadequate human resource of police (Omeje & Githigaro, 2002).

The bad lighting at nights increases the opportunities for crime as indicated by the current study. One of the respondents revealed that the potential victims are unable to help police in drawing the sketch of suspects due to non-visibility caused by either the lack of street lights or their turn-off mode. As a result, the suspects could not be apprehended by the police officers. Similarly, it was found that the bad lighting in many circumstances provides great opportunities for crime. The criminals always take advantage of such environmental conditions. Therefore the police force encounters many challenges to apprehend criminals due to the poor street lighting (Welsh & Farrington, 2008).

The study went out to find that the delay tactics used by the defense lawyers against police are associated with adverse implications. These tactics are used to obstruct the legal intervention of police against the criminals. The interviewed police officer states that the lawyers are smart enough to realize that the investigation officers had to carry out other official duties before and after attending the trial court mainly in the form of patrolling. The above finding was supported when the research study of Lidge (2012) asserts that a defense lawyer use delay tactics with the consent of his client in order delay trial as long as possible so that the prosecution could make a serious error, the memories of witnesses might deteriorate or witnesses may become unavailable at court hearings. Therefore the delay in prosecution benefits the criminals and they can be set free.

The poor conditions of service with regard to promotion have been a matter of concern for all the police personnel as revealed by the study. It was discovered that a Constable ranked police official had served for 12 years without a promotion and the promotion confirmation is still pending. The police official expressed his disappointment by arguing that his promotion will still take many years because the two senior batches are yet to be confirmed for Head Constable Rank. Another study conducted by Omeje and Githigaro (2002) also found that the promotion policies are flawed in a bad way that even the top performing officers does not last a chance of promotion. In police, one could spend 10 years in a particular rank without promotion which contributes to low morale of police.

Many personnel of police station Ramna are housed within the same police station which lacks basic facilities such as water, gas, kitchen and mess etc. The deplorable living conditions contribute to their low morale at work. Another study conducted in the same field found that the availability of kitchen and proper lodging facilities in police stations will create a positive impact on the attitudes and performance of the staff. It will be a vigilant approach to combat crime if the resting areas are equipped with all essential facilities (Khan et al, 2015).

The research study had found that when a criminal case goes into the court, the judge of court is based only on the testimony of victims and witnesses. A mistake committed by any of them could lead to delay in prosecution and most importantly, the criminal can be set free from any criminal offence. Therefore the victims and witnesses must actively participate with all attention in the prosecution process to prove the criminal as convict. Another study of Mason (1991) asserts that police officers are faced with frustrating problems in many criminal cases. The prosecutors often present the case with no witnesses and a victim who is unable to testify against the criminal. Under such circumstances, the testimony may halt the justice gatekeepers to sentence the criminals for criminal offences.

Hence the foregoing discussion validates the findings of the current study as demonstrated by the case study of Police Station Ramna. The hypothesis also proves that the unexplored phenomenon of police service delivery is adversely affected by many challenges from travel deficiency to the settlement of criminal cases with money. The study also discovered how the Ramna police officials cope with these challenges.

CHAPTER SIX: CONCLUSION

The current case study of Police Station Ramna shows that the police officials face far-reaching challenges that fundamentally affect the overall service delivery. The challenges analyzed in the study are, for the most part, are a result of institutional and operational capacity deficits and they altogether affect the performance of the force in their responsibility of crime control and law enforcement.

- In the above problematic challenges, the most prominent is the poor conditions of service. The highly unacceptable poor conditions of service as we have observed, should be addressed with the timely allocation of resources and essential facilities (water and gas supplies, kitchen, internet, transport, maintained rooms and washrooms etc) if the country is to have an efficient police service delivery. However the effective utilization of resources must be ensured by the high command of police with the introduction of check and balance system.
- The government should afford all the prosecution expenses by allocating Police Investigation Fund which will support all the prosecution expenses associated with the victims. As these expenses are paid by the victims of criminal cases, they are therefore touted as police bribe which perpetuates the corrupt image of police force and demoralizes police to deliver better policing services.
- The police personnel are exposed to life threatening dangers in their law enforcement duties. The government should adequately compensate the police officers with Police-Affiliated hospitals as same as Military-Affiliated hospital called Combined Military Hospital (CMH). Such initiative can help the police personnel to have easier access to quality health services and avoid the hassle of public hospitals.

The Public must abide by laws and regulations to avoid personal clashes with the Police. The gap can be bridged in this way between Public and Police which will ultimately help to develop a more vigilant approach to community policing.

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