Research Paper

Importance of Citizen Centric Services in Modern Policing

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ABSTRACT
Modern policing is now being called as Smart Policing, the advancement in Police functions is setting up with new kind of service-oriented principles, such development is Police Citizen centric services. Every Police department at state, has come up with digital services to reach the people. Karnataka state police services are available through the portal called Seva Sindhu. This enables people to get online services offered by Police. This study conducted to know the condition of Citizen centric service exclusively offered by police department in Karnataka and to study the nature of services provide by them. This study adopts descriptive analysis, based on the secondary sources of data, obtain through Seva Sindhu Portal report publishes by Government of Karnataka.

I. INTRODUCTION

The union Government of India has initiated many projects and technological Programmes to make reform in the governance and presently most of that have been implemented at national level. The union Government of India has very ambitious to make effective governance, such venture is e-Governance in administration and Digitalisation of all the governance processes. The technology in governance will ramp up services to citizen in instant way. Hence, Digital India was the campaign made by the union government to popularize the project with effectively. India enhanced the digitalization process; it has implemented all over states and unions territories under national e- Governance plan. started in the year 2006, this project enhanced the idea of paperless administration as well as quick services. Later Digital India initiative started for the vision to reform the India as Digitally empowered society.

Significance of e-Governance

e- Governance is one of the best practices of ideal government administration, with the aid of scientific tools and technology revolution its so successful in the developed countries. The e -governance enables the inter connectivity within the departments of governance by sharing the collective information's of administration will be exchanged between the division and sub divisions in instant access through internet. Now the revolution in big data technology has enhanced the possibilities in phenomenal advances. Huge data can be stored and all the administrative documentations are very much available with information security. Since the inception of e-governance, it has made phenomenal advantages that governance can be assessed with ease of administration, transparent, corruption free, public accessible data availability etc., it is ensuring the public trust on public sectors.

Karnataka State Police citizen centric services

The Government of Karnataka has made significant administrative switch by enhancing the government services to reach the people with ease of providing services, which government aims to provide doorstep service to the citizen is promising and very much with ease of access. SEVASINDHU is a venture that is the best initiative of Government of Karnataka that will integrate with various services delivery channels such as Bangalore One, CSC Centers, Karnataka One, Atalji Jana Snehi, Bapuji Kendras aims to provide all the services in Single platform. This enables the transparent services with cashless, faceless and Paperless processes. The kind of services will enrich the accessibility, cost –effective, accountability and transparency government services to the citizen(*SevaSindhu*, n.d.). there are 20 services are identified by the Government of Karnataka within the Police department. The following table indicates Certain initiatives of citizen centric

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services are joint venture with central government, some are started by state government with reference to Police department.

Central Government Programmes	State Initiatives
CCTNS (Crime Criminal tracking Network Service)	Police IT
Interoperable Criminal Justice System	Subhahu e Beat
iRAD (Rapid Action Development)	C five CDR analyser
Parivahan	Vahan Samanvaya
Track the Missing Child	Seva Sindu
Geographical Information System	G Care

Police Digital Service offered to Citizen: Seva Sindhu Portal

| Sl no	Police Services through SEVA SINDHU
1	Application for Central and State government Post by Concerned Department for Police Antecedent Verification Certificate
2	Application for Complaint of lost items- Mobile/ Document
3	Application for Job Verification
4	Application for Locked Home Registration
5	Application for Police Clearance Certificate- Visa/ Immigration/PR/Green Card/Others
6	Application for registration of Senior Citizen
7	Complaint Registration
8	License for Amplified Sound Systems
9	License for Amusement
10	No Obligation to return to India
11	NOC For Passport
12	NOC for Petrol Pump
13	Permission for Peaceful Assembly and Procession
14	Police Verification Certificate for Domestic Servants and House Keeping
15	Police Verification Certificate for Central/State Government Employees request directly by employee antecedent's verification
16	Police verification Certificate for Institutions/Companies
17	Police Verification certificate for Marriage Alliance- Antecedent Verification
18	Police Verification Certificate for Training or Apprenticeship at PSU or Trainees or Workers on Daily wages at Govt Institutions ANTECEDENTS CERIFICATION
19	Police Verification Certificate PVC-Coolie/Loaders/Class IV Security staff/ Supervisor at Airport- Individual applicants only.
20	Receipt and Disposal of Petitions

The Government services which government aims to provide to the doorsteps to the citizen are very promising and very much with ease of access. SEVASINDHU is a venture that is the best initiative of Government of Karnataka will integrate with various services delivery channels such as Bangalore One, CSC Centres, Karnataka One, Atalji Jana Snehi, Bapuji Kendras aims to provide all the services in Single platform. This enables the transparent services with cashless, Faceless and Paperless processes. The kind of services will enrich the accessibility, Cost –effective, Accountability and transparency government services to the citizen(*SevaSindhu*, n.d.). Seva Sindhu is started along with the 31 mission mode projects under National e-Governance plan with Department of Information Technology (DIT), Government of India (GOI). Each state is designated their agencies. This project is to improvise and enhance the efficiency of service from the various departments. Citizen can make use of this, there are 346 services are available all the services are integrated with Seva Sindhu portal. There are 71 National mandatory services and 225 state services. The project was launched on 26th may 2017 in Karnataka(*District Map and Information | District Mysuru, Government of Karnataka | Heritage City | India*, n.d.)

II. RESEARCH METHODS

The study aims to study the citizen centric service offered to citizen by Karnataka state Police department, hence study adopts descriptive analysis, conducted on the secondary sources of data obtain through the Seva Sindhu Dash board report publishes by Government of Karnataka, for the analysis of services offered by police to citizen and citizen utilisation of those services.

Seva Sindhu Report on Police Citizen Services in Karnataka (As on date 28/07/2021).

No of Services	Processed last one month	Processed last 2 Months	Processed last 3months	Since Inception
20	10120	13354	29808	216157
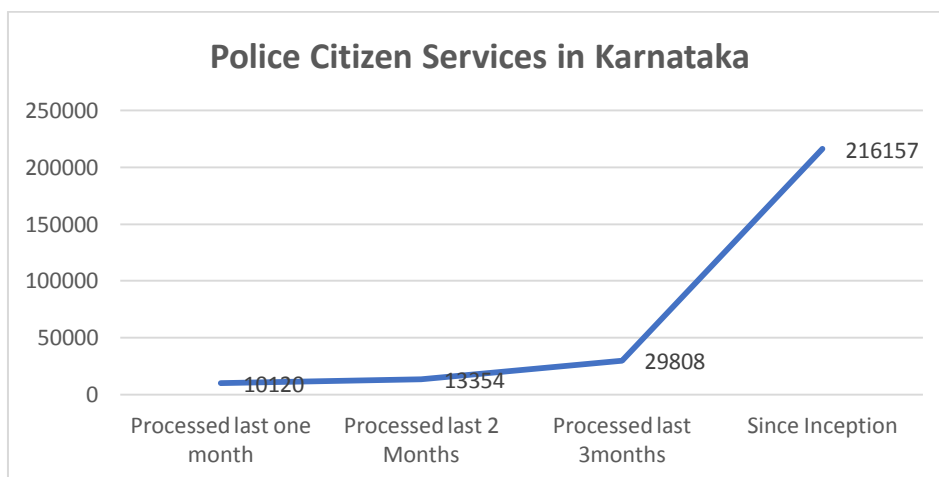
This above table indicates the importance of Citizen Services. Above figures provides us ideas that for every month more 10000 applications as an average is processed by the police department through Karnataka state. This seems to be good in the sense of citizen interest and utilization of services through police department. Hence it is clear that the citizen centric services are very much affordable to the citizen rather going to police station or SP/Commissioner office for every purpose. Mainly the verifications are having huge number. The ambitious notions of making digitalized service that to deliver citizen is proven by this report number, the pace of processing is in the quality operation, police are good at processing the services,

1.   This could save the time
2.   This will be transparency in processing application
3.   Online payment, so people should not worry of paying cash at police offices.
4.   People need not to go physically to the district or city headquarters, or even to need not visit to the police stations.
5.   People can expect every stage of application process.
6.   Specific notifications of date and Schedule.
7.   Tracking system of application
8.   Acknowledgement for Applications made.
9.   Prints out copies for references
10.   Clear evidence in the dash boards
11.   Visible services at main websites
12.   Ease of login process
13.   Application is available in Kannada and English both the languages.
14.   UPI based payments and Receipt
15.   No personal contact with the police
16.   Auto download facility
17.   Digital signature facility
18.   Permanent document
19.   Open data source
20.   Easy guidance.

The following table shows the applications made for various services and its status.

Services	Processed in last one month	Processed during last two months	Processed during last three months	Processed in Inception of service to Seva Sindhu
All Sorts of Verifications	9880	12943	28986	211670
Application for Complaint of Lost items Mobile/Documents	52	63	117	723
Application for Locked Home Registration	0	0	0	4
Police Clearness-Visa/immigration/PR/Green Card	183	338	484	1562

Senior Citizen Registration	0	0	0	513
Compliant registration	5	10	15	72
License Services	0	0	206	1604
NOC for Petrol Pump	0	0	0	2
Receipt and Disposal of Petitions	0	0	0	2
Total	10120	13354	29808	216157

III. RESULTS AND DISCUSSION

The main 20 services are identified so far with police functions. These services are merged as per the nature of services. The various verification related services are merged into single service for the analysis purpose, Similarly, license service is merged. Verification related services highest processed services to citizen by Police department Job verification, Housekeeping, Domestic Labours, Public transport Coolie selections etc, the total 211670 applications are processed, for Police verification certification. Especially Police Job verification is compulsory service that is required in every governmental job irrespective of Central and the State. This certification will help person to have clearance in following aspects, Conduct, Criminal History, FIR in his/her Name, Conviction details. Within the time speculated at Seva Sindhu the Green card / Other services are essential services Visa and passport certification are very essential in timely documents in national security purpose and travel clearance. There were 1562 applications made for Visa/ Immigration/Green Card related services that has reported as second highest with 1562 applications have processed.

IV. FINDINGS

The following factors are the major findings of this current research those are

1. Digital Initiatives and Technology has been adopted, and it is evident with Modem Policing.

2. The concept of smart policing has been effectively implemented now it is so evident that Police Department is become smart in adopting the technology in every function they do.

3. Police service are classified into 2 categories, firstly, Citizen Centric Services for Citizens and Secondly, for Police Personnel's.

3. Citizen Centric services are now made with the single portal under Seva Sindu portal, introduced by government of Karnataka, in this portal there are many departments have been merged, Police Department is one of the highest service providers now, and they are providing nearly twenty services like verifications and the permissions.

4. Seva Sindhu portal publishes the report at yearly basis it and also it is having a dashboard which gives so much of report pertaining to various departments, and the data and the database is also available on Police Department too.

5. CCTNS project dashboard suggest us 100% of effective digitalization has been processed, and it is controlled by the technical wing almost all the police stations across Karnataka state been implemented with 100% of technical upgradation.

7. The various technologies or been adopted in the day today regular activities of the Police Department whole across Karnataka we have at once technologies programs applications that is being utilised and most of the programs the technology is interconnected with a central government and all the programs are interconnected and single dashboard is being published by the union ministry of Home Affairs in this regard whatever the implementation taken place all across the Karnataka state police stations are very efficient in work.

8. The union governments ambitious program of digital India initiatives in the various departments all across the ministries has been successfully running who were the period since the inception all the state governments are doing great at the moment, they have implemented each and every project the programs implemented by union government for the success of digitalization all across India and making the administration with paperless with ease mode with the transparency and accountability.

9. The role of union ministry of Home Affairs as well as the union ministry of science technology and the Ministry of Information technology are doing tremendous efforts in implementation of technical services especially, information technology department is dealing with digital India, Ministry of Information technology. Many sensitization programs are carried by the union government to ensure the citizen centric services whether any hurdle or without any delay in the services, digital India and various portals programs, mission mode projects all across the nation in day to day they are implementing so much of application that will be very much helping the citizen to follow the government and follow the rules and regulations of the government and also to make sensitization among people.

V. CONCLUSION AND SUGGESTIONS

The digital India initiatives and technology in police today moving towards the multidimensional approach when it comes to the crime criminal tracking or in the citizen centric services providing with all these efforts today the police system and the police functioning has taken diversion from the conventional practices

conventional style of duty. The modern police system will be advanced with a technical head with a scientific perspective if we see the implementation gradually increasing day today new kind of applications new software's is being used for the investigation purpose are providing service to the citizen are in the detection of crime and criminals so these kind of advancement will certainly show the significant growth of the advancement in the police functions at last Lee these technological aid will help the policemen in serving citizens with perfect motor function without any delay and working for ensuring justice. There are few suggestions can be made by the observation of research here or year by follow.

1. The Police Department should provide citizen centric services and should create some sensitisation among people about the plans implementation of twenty various services being provided through Seva Sindhu portal especially in the rural areas the rural police stations should ensure and convince the people to make utilise the online mode of facilities that he's been provided to them.

2. The Karnataka state Police Department is doing very significant role and it has reached the heights of effective policing today and all the credit girls to the police officials were working at the outside to provide hold the facility, to ensure the safety of the people in order to go well to the public and to have a healthy relationship with the public therefore police has to create some sensitization programmes often regularly with public to seek their attention towards the services which are available to them and to make use of them without any hurdles.

3. Since the digital India initiatives still on the stage of implementation Karnataka state police should encourage the public participation especially through the mode of reaching public via social media the effective social media usage by the police through the update of current information about Police Department and the plans that they are going to execute with people to have a cooperation in crime issue in criminal tracking issue ought to be shared very much these kind of information if police shared with the people then people will trust the work efficient efficiency of police and they will come up forward and they'll certainly help the police in every stages of investigations in future.

The recent developments in the Police Department will certainly ensures the welfare of the public by implementing more people friendly applications technological advances to reach the people and create the awareness among them to make utilise the police services without any kind of fear to visit police however the online mode of citizen centric services or very much significant and almost it is being successfully being implemented in the police services. in future days. the technological advancement in free criminal tracking solving crime problems and especially in the detection of crime more scientific advancement will come and surely police are good enough to implements and work with almost with great emphasis at the moment the police services are phenomenal the functions and the services especially are reaching out the people. India is also being capable of having effective policing throughout the India in that Gujarat, Karnataka, Tamil Nadu, Telangana Maharashtra and Delhi police are best at their jobs have implemented with many technical advances, and they are all set to chase any kind of challenges future.

Digital India initiatives is shaping a Police Department towards excellent professionalism and very much smart way of police. The police departments are improvising the ambitious programs that being implemented day to day ensure safety and ensuring the peaceful society with all sorts strength they have, and with 100% commitment. Digital India initiatives and technology at this pace will surely fulfil the aspiration of success, Indian Police can achieve great deeds, Technology and Digital Process are reinforcement for the Modern Policing, Smart Policing. Hence the credit goes to Union Government and Police officials across the nation.

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