SUMMARY

Policing is a vast subject and includes various agencies which work for the maintenance of law and order in society. The studies so far undertaken on the subject have been on police-public interface, working of police and policing in India. Chandigarh was identified as the study area and a study on the application and effectiveness of new technologies in policing was undertaken. The study attempted to find out whether or not the latest technologies have affected policing in Chandigarh and if, they have, in what manner they have done so.

The study examined the existing system of policing, conventional and new technologies used, training of police personnel, impact of new technologies in the working of police and police-public interface in Chandigarh Police. The study found that the training of police personnel to use new technologies was inadequate, adoption of new technologies has made the prevention and detection of crime easy, improved the performance of police; and ensured better communication within the organization and with other policing agencies. Further, the accountability of police personnel and transparency in their working has also been increased. Additionally, the interaction between police and public has also become friendlier.

Suggestions include improving institutional arrangements through modern methods of investigation, citizen friendly registration of FIRs, food arrangements within police stations, reduction in duty hours, change in attitude and active participation of citizens, compulsory and effective training for technology usage, and need to increase expenditure on police gadgets.