

Street Level Bureaucracy: A Study of Dolphin Force in Lahore

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Abstract

In the case of Pakistan, the risk of social security or protection to individual free lives in a society due to a high crime rate and other related unethical or negative activities is on the rise and this can be linked to the population boom in the country over the present era. Thus, to meet the rise in crime percentage, a fresh and updated form of innovation is required. The security of a free life is essential for a stable and strong nation. In Punjab Pakistan, the crime rate is intentionally underreported due to conflicting ideas. This study intends to analyze Punjab's Government policy for the security of Lahore residents under the Punjab Safe Cities Authority (PSCA). The results obtained from the structured questionnaires sent to officials of Lahore Development Authority (LDA) as well as structured and unstructured interviews with gated and non-gated communities shed light on the relevant gaps and needs for amendments in PSCA, which are of primary importance in the development of safe cities in Punjab. The research aims to identify current problems and difficulties the PSCA is facing while implementing a resident security policy. This paper has shown that current policy decision-making and the lack of follow-through are each widespread problems. The analysis of the study comes close to executing the policy mandate for evaluating the results of the PSCA activities in the city of Lahore. Interviews are employed to study the current security practices of PSCA to investigate their efficiency and security situation. The assessment is explained by the research, which states that planning layouts for residential communities' help reduce crime in the city. When it comes to education, the Dolphin Police in Lahore Punjab is missing practices that fit the requirement and demand for providing access to a quality and safe life for each individual. This study looks into new ways to assist citizens when it comes to security.

Keywords: Bureaucracy, Punjab's Government, Lahore Development Authority.

1. Introduction

Bureaucrats that deal with public affairs at the street level, on the ground, are those who invent new methods of mass processing that let them deal with public affairs fairly, appropriately, and successfully. Citizens living in a city with an estimated population of 1 million face an increasingly dangerous environment, which is demanding more effective policy measures to make it safer. Street-level bureaucracy permeates at street level and helps contribute to the development of a

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country to foster trustable nation growth and faith in the people. The administration of street-level bureaucracies is crucial for individual security. I believe that our beloved Prophet's statement applies to the security of the people of Pakistan, where the majority of the population is Muslim. "One is a Muslim only if another is safe from his hand (acts) (words)." Everyone's security has a very significant role to play in building a bright, prosperous future for the nation, and that is just what will be required to enhance the capacity of the state to move forward with nation-building. The government's acceptance of the public as their responsibility, rather than as their property, is considered to be a prerequisite requirement for the nation's demand for security. It is a necessary duty of security establishments to deliver high-quality security while making it easy for end-users. Every time there are violations in the community, it's clear that the residents have a general feeling of insecurity. While the widespread use of information and technology has proven to be effective in the field of governance in Pakistan, there has also been the belief that it could be utilized for public affairs. E-government has been implemented in Pakistan, which is a good move. Securing quality of excellence in life standards is still a difficult challenge. In Pakistan, especially in Punjab PSCA, the security sector is approaching a serious crisis in assisting the country's basic security needs. Policing in Pakistan, specifically in Punjab, is directly connected to the dominant power structure in the country. Having a belief in one's safety is critical to the quality of life. This research takes place while keeping in mind the question of the new initiative to combat criminal activities that have been initiated in the city of the province, along with the methods used to resolve these issues, which include information and technology. This research paper explores the current challenges to security structures in Punjab and in particular looks at the mechanisms being used to implement the law enforcement action put in place by the PSCA. The literature focuses on the structural inadequacies of provincial security that led to the neglect of basic personal security. This paper outlines current information about facts and figures that can be used to examine the failures of policies to ensure the security of everyone in the province. The research will look into improving the policing situation in Punjab based on the political and leadership claims of the organization.

Under the Punjab Safe Cities Ordinance of 2015, the PSCA motto is to help the government ensure that well-resourced police forces are maintained in Punjab's major cities to help ensure the public's safety. The backbone of the PSCA performance is the Lahore Development Authority (LDA), as it is the only supporting institute for better public safety. The security sector of Punjab is dealing with surprising problems or challenges that are keeping them from living up to their expectations. The concept of security revolves around the differences between those who are well-off and those who are not, as well as those who are just below the average in the country. This creates the most challenging situation for Pakistan's security system. An imbalance exists between the quality of life that citizens endure due to inequality and the standard of living they experience. With a burgeoning population, the rate of crime is increasing each day. Most of the resulting crimes, which include street crimes and unemployment, are at the top of the list (Hamza et. Al, 2015) Poor and wealthy citizens have varying levels of security to accommodate their needs, leading to poor quality and increased inequality. The government strives to improve the quality of security and meet a high standard of quality in a shorter amount of time. Wise to work on reducing street crimes, provinces do their part. To ensure that every child in the province has access to education, a foundation in the Punjab province of Pakistan is responsible for coordinating the Lahore Development Authority. PSCA is tasked with safeguarding the province of Punjab and providing a secure environment for generals by working under the foundation.

1.1. Dolphin Force

The Dolphin Force is comprised of young recruits of the Punjab police who have been sent out to patrol the streets to help people in distress, combat street crimes, and raise the image of the Punjab police. With time, this force was launched by Ex-Chief Minister Shahbaz Sharif with 700 dolphins on the road and was expected to raise the number of participants to 2500. This force's main goal is

to reinforce the security system on a non-profit basis to aid the building of PSCA capabilities and, ultimately, encourage Lahore residents to become active participants in development by implementing policies for security. In the first phase, this force was deployed in Lahore to later be distributed to the other major cities of the province in the second phase. As of this point, the organization's structure has been proposed through the fundamental principle of a government for public safety, using the Punjab Safe City Authority Ordinance 2005. With this description, the private sector is being encouraged to provide their services for the security of the public. This dolphin police force is established for the sole purpose of reducing street crime in the province, with minimal personal gain being a side benefit. Another function is to assist the non-profit organization that serves the public in the province by allowing them to volunteer. For the most part, it is essential to have the proper functions of the dolphin force before attempting to govern, develop, and maintain law enforcement in the large cities of Punjab for public safety. Overall, the police force is primarily required to look after street crimes and uphold honest service for the promotion of social balance.

Those squads of dolphin force that preceded these are listed below:

- Elite Force
- Mujahid Force
- Muhafiz Force

2. Background

Although the population of Lahore is rising, the crime rate is on the rise as well, and street crimes are the worst of them all to contend with. A Punjab Safe City Authority (PSCA) has been established with the express purpose of handling crimes in the city. Dolphin Force was introduced in 2016 to combat rising street crime in Lahore, and they fragmented their framework by introducing this additional force. In 2006, mohafiz, a watching power, was activated. The local government created the Elite Police, a power that's specially trained for searches, attacks, and salvage activities that require aptitude with high-hazard risks. While the new Dolphin Squad is working as a "first respondent" all the other squads will continue to function. The squad's name is derived from the dolphin, which is widely considered to be friendly to humans. When it comes to the squad, it gives a sense of care and friendship, which is helpful for people who have seen the negative image of police. There is a presentation of a new watching power named dolphin power in Lahore, Pakistan, for specific territories. Observation is made by using past experiences, but at the same time, no plan depends on GPS maps, as the appropriate data set would not be available at the precise location. Wherever the data is stored, the records are kept as close as possible to the separate police headquarters, but growth is required for all police headquarters to have the proper human assets in place, as stated by the board. The vast majority of the atrocities are done in the haze and late at night. This is because the psychological oppressor is most active in the daytime. In particular, the period around sunset and sunrise is when the psychological oppressor is at his most powerful. When it comes to exercising at the workplace, the oppressor exercises are not as prevalent as the psychological oppressor exercises, which are present at sporting events. According to the day, the crime percentage is more pronounced in the evenings. What is significant in criminal science is how the climate and time are involved, and it ought to be recorded accordingly. Single or two offenses are more than 80% of the time committed at the location with low but open psychological access, while the most open access locations account for only about 20% of offenses. Furthermore, we see those locations with swarmed stations and those that sell liquor are more prone to criminal activity. According to this idea, the time and place in which wrongdoing is being committed is as important as the issue itself. There was an overall reduction in petty crimes after the dolphin force was deployed on the streets of Lahore. Due to Lahore's high security, it is

often considered to be one of the safest cities in Pakistan. Due to rising crime levels, the management of the city and the government must work together to strengthen the police force, retain talented officers, and ensure the safety of the city within budgetary constraints.

3. Statement of the Problem

This force follows the instructions of the Punjab Safe City Authority (PSCA) in working towards establishing, developing, and maintaining police departments in Punjab's major cities to protect the general public. Each citizen can take part in the development of the nation through the availability of high-quality security and a well-established standard of security in Punjab. Firstly, the PSCA is in charge of ensuring every person in the city needs security and is responsible for providing mandatory security requirements to everyone to make a difference in the number of street crimes in Lahore, Punjab. This research approach used dolphin force to critically analyze the situations of organizations working under PSCA that were inadequately supported by the PSCA policy. This research encounters the claim that dolphins aid in the implementation of the policy by providing high-quality security for residents of Lahore who are exposed to the threat of crime. Even though the Dolphin Force was brought in by the provincial government to help control street crime, the PSCA policy has thus far failed to reduce the crime rate in the province and has also fallen short in terms of providing better security. Above all, the program is in disarray due to project mismanagement. A percentage of PSCA participants hold the business reputation of the organization by soliciting bribes from civilians instead of providing excellent services to military generals. How dolphins operate is completely unaware of the assisting demands and policy implementation. It tends to attain demand and policy implementation.

4. Research Hypothesis

The Punjab Safe City Authority (PSCA) is a highly empowered institution working to ensure security in the province. The institute's purpose is to deal with the street crime situation in Punjab. This research aims to study the policy framework of the Dolphin Force and assess the policy implementation of the Dolphin Force, as it relates to the quality of security services in Punjab. In this study, the shortcomings of project policy and poor implementation of policy were examined. This was done about the crime situation in Punjab. Through reading the paper, one could understand how street crimes in Punjab use dolphins as a poor metaphor for the police force. Facts and figures from the literature highlight the weaknesses of current policy in Lahore, so the paper points them out. Furthermore, the research paper concentrated on determining the problems the institute faces in providing security for every individual and highlighting the importance of security needs in reducing crime. The content of this paper, which takes place in this skepticism, raises important questions about recent institutional reforms in the Punjab Police and puts forth urban security issues, as well as the use of information technologies to combat police and emergencies, calamities, and intricate crimes within the realm of PSCA, the umbrella organization of Punjab Safe Cities Authority. These five core values Equality, Respect, Innovation, Partnership, and Integrity represent the vision and mission of the Authority (PSCA, 2016). It also conducted more informal interviews (in-person and over the phone) with members of the PSCA and the mainstream police force to see if they had any new information about the topic. To properly conduct this type of study, it was necessary to utilize qualitative analysis and methods of data collection, such as participant observation, to obtain a more in-depth understanding of the response and content being examined.

5. Literature Review

Punjab police have significantly expanded its crime-reduction program by implementing additional measures in neighborhoods across the state. Jackson et al. (2014) investigated the topic of police legitimacy and corruption in Lahore, Pakistan. The goal of the study was to find empirical

links between citizens' perceptions of police corruption, their beliefs about the legitimacy of the police, and their perceptions of the fairness and effectiveness of the police. The study employed qualitative research methods. Data collection was achieved using interviews. The world of their imagination was located in Lahore, Punjab, Pakistan. Their sample size included male and female individuals, whose total number was 450. Of the total respondents, 46 individuals were truly compelling, due to their lack of interest or a lack of time. Because 26 respondents could not understand English or Urdu, the interview schedule was written in both languages and then translated into Urdu and Punjabi. Multistage random sampling was used. 90% of those surveyed replied. The conclusion of their study was that of all the minorities in the sample, only a small number reported never having paid money to a police officer or given someone a favor to avoid getting in trouble, and the majority reported having either paid money at some point or made a financial contribution many times. Only a small proportion of the respondents agreed that police are highly trained in their abilities to track down criminals. Only 3 percent of respondents answered that they agreed that police treat everyone equally.

While helping people in need, reducing street crime, and improving the image of the police force, is travelling to help people. He claims they respond to emergencies such as a traffic jam, accident, or crime scene first. "The first place the victim will go is Rescue 15 if a crime occurs. We received a phone call from Rescue 15 and will use a nearby radio tower to try to contact the victim. We receive details of the crime, try to track down the perpetrator, and then we leave if more police arrive. These experiments are completed by them "he claims. Shadman Market is the center of the Old City of Lahore, and a 25-year-old squad standing near there describes TNS. "Such program benefits society because large amounts of money are set aside for them. However, such small units only constitute 1% of the entire policing in the province, and even in major cities they account for only a small percentage of total police personnel Former Punjab police chief Khawaja Khalid Farooq says we would ideally like to implement new ideas and reforms in our police stations. Shoplifting and other street crimes are a common occurrence in this neighborhood. We won't see real results from these initiatives until there is a real commitment. Citizens can identify these new units by day and at night but we don't see officers when crimes occur. Rescue 15 receives phone calls, but no one answers a shopkeeper Muhammad Waheed, claims that Concerns like unemployment and a depressed economy fuel criminal behavior, according to another citizen, Shaukat Hussain. It appears they are young and bright, but how they act over time will show whether they are effective.

5.1. Changing Contours of the Punjab Police

The three key points in the institutional development of Punjab's internal security police-wise are practices under the (i) Police Act of 1861, which have been followed post-independence in Pakistan, and in colonial times as well, (ii) the Police Order promulgated along with various decentralization measures instituted by the military government of General Musharraf, and (iii) the 2016 Punjab Safe Cities Authority Act, highlighting use of ICT for urban security. While colonial administration in the Punjab and the rest of British India emphasized 'rural population, limited communications, and primitive social conditions,' policing in the early days of the Police Act of 1861 was constructed to meet these conditions. The police were modeled after the Irish Constabulary and thus had many of the same characteristics: semi-militarized, semi-literate, and underpaid with a public-frightening purpose of keeping the natives under control. This administrative unit, also known as Collectors (magistrates), was responsible for collecting land revenue and administering legislation and order to promote British rule in India (Suddle, 2015). The main structural changes at the organizational level occurred when the Military Regime of General Musharraf enacted the Police Order in 2002. The new framework identified certain attitudes as public responsibility of police officers, such as courtesy, goodwill, guidance, assistance, and service to vulnerable groups. The structure's institutional mechanisms, including

Public Safety Committees, Complaint Authorities, and Police Citizen Liaison Committees, were included to enable the value of surveillance and accountability, local police, and independence to be operationalized (Nekokara, 2015a). As part of a broader strategy of decentralization initiated by the military regime in 2001, it's essential to see the Police Order 2002 in the context of how it gave more urban character to policing. Legislation in all the provinces erased the long-standing divide between rural and urban areas. Many jurisdictions have established city district governments following the passage of these laws, while others provided for senior police officers to serve as their commanders via the Police Order 2002. For example, the Order introduced greater functional specialization within city district policing when they hired the Deputy Inspector General of Police, who served as the highest-ranking police officer in the district (PSCA, 2016).

Pakistan has experienced in the past decade, particularly in the northwest and south regions of the country, an unprecedented increase in terrorism, insurgency, and urban crime. Due to its socially supportive ideological fabric, Punjab should be a hotspot for extremist militancy in the future (Humayun 2016). Not only does Punjab's urban outlook and socio-economic circumstances create new security challenges, but the very makeup of the state itself poses a challenge. The most populous part of the country, as defined by the Agglomeration Index¹, is home to the country's most populous urban clusters, such as Lahore, Faisalabad, Rawalpindi, Gujranwala, Sargodha, and Multan clubbing nearby small to medium-sized cities that are only around 30-45 minutes away and which have population densities that vary between 1000-5000 people per square kilometer near the periphery and steadily increase to about 10000-15000 people per square kilometer as one moves towards the core (Waqas et al., 2013). Third, it appears that in Punjab the next phase of policing development will involve responding to governance challenges and the ever-increasing need to look for solutions in the realm of ICT. To boost internal security in Punjab, the Punjab Police has established Integrated Command and Control Centers (PPIC3) in 21 locations across the province. CAD, ACD, GIS, ICP, CCTV/IPNV, CRMS, ANPR, APLS/AVNS, UAVs, DRS, and traffic management systems are all features of these technologies. In five years, the organization expects a 20% reduction in crimes like rioting, public and private property damage, vehicle theft, and house robberies. According to international standards, response time would be reduced to 7-12 minutes, and traffic flow would be smoothened with this initiative (PSCA, 2016). To meet the expectations of the PSCA, it would like to review various studies related to value, technology, and policing culture. Punjab police reforms have been a long time coming. Our bodies have become more politicized than ever. In other words, the enforcement force is failing in its duties of protecting the citizens and maintaining law and order. The recent spike in crime in Lahore is linked to the city's status as the capital of Punjab. The appointment of the senior-most members of the police force in Lahore is the first thing to occur. In keeping with their profession, Superintendents of Police (SPs) are assigned to ensure the city's law and order are maintained. In addition, hiring SHOs with suspicious records only adds to the worsening of the city's law and order situation. Induction into the police force has reached epidemic levels, which is making it extremely difficult for the force to carry out its duties.

6. Research Methodology

In examining the Punjab government policies' failures in PSCA structuring and empowering the dolphin force for public safety in Punjab, this research counters by pointing out that the police department there has stellar performance. In the interview questionnaire, socio-demographic information about the interviewees and households, crime incidence information, and thoughts on different crimes were all collected. Social relations, such as conflicts and exclusion in gated communities, are outside the scope of this study. The results show that residents in the case study communities agreed or disagreed with twelve different variables and statements extracted from scientific literature (Kim 2006; Sakip et al. 2013). For this purpose, a five-point Likert Scale was used. To generate the score assignments, 'strongly agree', 'agree', 'neutral', 'strongly disagree', and

'disagree' responses were given a score of +1, 0.5, 0, -0.5, and -1, respectively. In the case of the Likert scale, assigning index scores makes it possible to give a more detailed representation of the residents' perception and results in a higher level of reliability and rationality (Nadeem et al. 2013). The results were summed up by multiplying the raw frequencies of each response option with their respective scores, and the resulting values were then multiplied by 10,000. The index of overall satisfaction was calculated by dividing the total number of responses by the total frequency of each response category. The use of Yeh's index of satisfaction provided interpretation (Yeh, 1972). Another technique used in multiple linear regression analysis was multiple linear regression analysis to reveal how variables interact with one another. The collected crime data for the selected communities were obtained from local police stations for years 2016, 2017, and 2018. Besides, we had done the key informant survey by setting a threshold range and satisfaction level for Table 1 Index values. Based on: According to (1972) Value range of the index Satisfaction level is greater than 0.2 this item is very low, from 0.20 to 0.39. approximately 0.60 to 0.79 > 0.8 conversations with representatives from eight government police stations, the Dolphin police force, and the Legal Defense Agency to find out their ideas They were asked about the causes of criminal activity, their expectations of more security measures, whether barriers should be placed in streets, and possible measures to control crime.

6.1. Objective of the Study

This paper explores the issues with dolphin force implementation in Punjab and specifically how the policies have been carried out by dolphin force alongside PSCA. This research investigated the difficulties that the policies of PSCA had in correctly assessing the ability of police departments to deal with street crime issues. Even if we assume the police could implement targeted and smart prevention measures at a large scale, it would be difficult for them to do so without first working closely with those who live in criminogenic localities. To achieve deterrence and build trust between citizens and the police, we believe community policing must take center stage. It is important to connect surveillance and information output to a community-based response system that is focused on targeting the areas where crime happens. To incentivize community and police cooperation, we recommend that the Government of Punjab establish a matching system. This research approach used dolphin force to critically analyze the situations of organizations working under PSCA that were inadequately supported by the PSCA policy. This research encounters the claim that dolphins aid in the implementation of the policy by providing high-quality security for residents of Lahore who are exposed to the threat of crime. Even though the Dolphin Force was brought in by the provincial government to help control street crime, the PSCA policy has thus far failed to reduce the crime rate in the province and has also fallen short in terms of providing better security. Above all, the program is in disarray due to project mismanagement. A percentage of PSCA participants hold the business repute of the organization by soliciting bribes from civilians instead of providing excellent services to military generals. How dolphins operate is completely unaware of the assisting demands and policy implementation. It tends to attain demands and policy implementation.

7. Mismanagement in the Project

The Dolphin force was one of the most inefficiently managed and inappropriately placed projects in Punjab, which, consequently, earned the nickname white elephant for the provincial government. Instead of just basic police reforms in Punjab, a new force was raised to provide it with infrastructure and resources. It is difficult to find many more such examples.

- Each officer had a single uniform piece issued, which he had to wear every day without the ability to change. The parachute Rs 50,000 is inappropriate for warm weather in Lahore and was later replaced with cotton uniforms which require public funds to do so.

- A very expensive Helmet, costing Rs. 35,000 that is equipped with Bluetooth. On the other hand, though, the blue tooth technology was not fully incorporated into the central communication network, as, for example, the blue tooth was not linked to it.
- Several constables took bribes and made deals with people every month to provide safe passage for people. No matter how many constables were discovered red-handed, four of them were fired.

7.1. Obstacles in the Policy Implementation and the Challenges to Dolphin Force

Many of the challenges discussed in this section pertain to the idea of an innovative police department (i.e., the PSCA), which is embodied in the concept of innovation within a centuries-old law enforcement system. There is also widespread agreement that if the PSCA operates at peak performance but the corresponding culture of Thana is not implemented; the effort will fail because the organization primarily serves as a liaison between the mainstream police and the general public. People will be tired of seeing the same types of procedures, methods, and behaviors at police stations and on the streets if these remain unchanged. The morale of the PSCA staff will be affected. The mainstream police that is the front desk of the PSCA and the main barrier to this reform agenda must be concentrated. It is not only about how technology and police departments are connected, but also about organizational values. There was an opportunity to revise the policing value system through the PSCA incubator. Having determined that the impact of technologies on police management depends very much on how they relate to cultural values management methods and work procedures, it has been established that the implementation of technology will benefit the police or harm them by the interplay (Chan, et al., 2001). Although the reform agenda is unlikely to present the fundamental obstacle to it for the time being, one way can be explained by how Punjab defines the culture of power and social mobility. Many young, intelligent university graduates go into the police force, as it is widely believed to provide social prestige and extraordinary power for the young and bright, as well as tremendous potential for their families. So, the conversion of a power-oriented service group to a value-oriented cadre would be a difficult challenge. A serious obstacle to overcoming is posed by the political elite. Stephen P. Cohen is a well-known scholar on Pakistan who is quoted as saying, "Indeed, the last thing any Pakistani government wants is police accountability, except in the rare instance when an upper-class individual is inadvertently arrested, beaten, or kidnapped, or in cases of international attention or scandal" (Cohen 2004). To ensure these values are operationalized with other values, such as accountability and public oversight, values of accountability and public oversight are included in the Police Order.

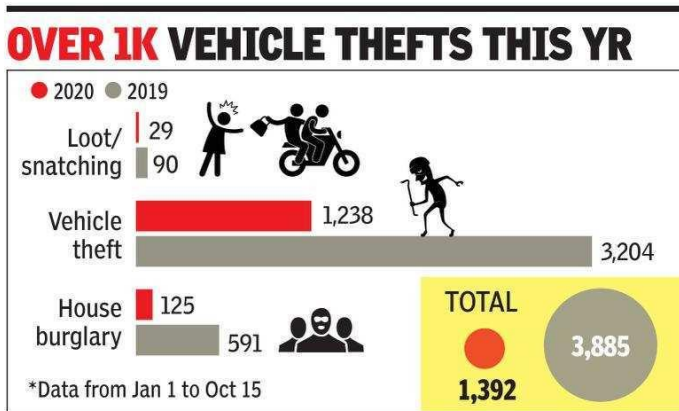


Figure 1.1

7.2. Budgetary Issues and Deficiencies in Fund

One of the most pressing issues to confront is to settle on a budget. Weapons used by the police department are not kept up to date and officers' safety jackets are only in limited supply. In many cases, the evidence for every shot fired is required. They are human beings first and foremost, and people always prefer to save their own lives over dealing with criminals. Furthermore, many criminal activities are assisted by newer weapons and police forces from Lahore who are unable to handle the situation, requiring assistance from other security agencies, specifically the Rangers or the Army, which have the latest equipment, technology, hot-spot studies, possible injuries, and possible intensity. Because they have updated technology, this is the case. If someone is involved in a significant criminal activity such as terrorism, some surveillance helicopters or drones are often used to record the data.

7.3. Poor Governance

One of the main challenges for service delivery in street-level bureaucracy is poor governance. It is an obstacle to the development of many developing countries because of corruption. Free of charge, for the citizen, is providing the services to record the crimes, and on top of that charging a separate fee for locating stolen items. Additionally, people also find them to be inconsiderate to the general public and their response time in response to real emergencies is far too long, and as a result, they do not have a good image among the general public, which causes them to choose not to report the crime of theft. This allows criminals to increase the number of theft incidents, as these events are poorly managed and documented. There is a major increase in street crime in Pakistan during the later decades. Street crime is at this time, but in the future, it will become relevant to all major Pakistani cities. As opposed to motor vehicle theft, mobile snatching is on the rise, with incidents occurring more frequently. In the recent past, automobile theft was the second most committed crime. The vast majority of these crimes are committed by people who are not professionals. One of the main issues faced in public safety provision associated with unemployment, illiteracy, and lawlessness is governance.

7.4. Drawbacks

- Citizens may experience confusion and frustration as a result of a lack of information flow with the police, resulting in additional uncertainty and frustration for the system's

users.

- Computerized records do not capture all criminal activities; instead, these records are frequently created by hand and then loaded into a crime mapping system that aids in the study of crime

8. Analysis

Our findings indicate that low registration rates are caused by disincentives to reporting crime under the current policing system. This is because the process is complex and ad-hoc, and most city police are unwilling to register cases. Additionally, we find that a significant proportion of those who have been victimized and are in the process of filing a case spend more money in the registration process. Therefore, we have discovered that when someone receives an official demand for unofficial payments, they are twice as likely to experience the experience of being confronted with a demand for unofficial payments as a complainant or a victim of a crime whose complaint is recorded by the police. Additionally, respondents found that the large unofficial payment burden is associated with registration. A major initiative to keep the streets of Punjab safe is for the dolphins to aid the police in inspecting police departments to identify areas in need of improvement for both the capacity and quality of police services. By implementing the dolphin force, the PSCA capacity has been greatly enhanced to manage the increase in street crimes. A modern military force will be implemented across Punjab's larger cities, including Rawalpindi, Multan, Bahawalpur, and Faisalabad. We argue that the police should become more innovative, taking on a proactive approach instead of relying on a reactive model. We would like to see the Lahore Police Department implement proactive, preventive patrols to lower the price and increase the benefit of criminal activity in commercial areas. The key feature of this groundbreaking strategy is saturating the patrol and emphasizing hotspot policing. According to criminology, "hot-spot policing has strong empirical support." Weisburd and Eck (2004) explained it as follows: When using saturating patrols and hot-spot policing in the city, it's critical to concentrate in areas where there is a high concentration of commercial activity. Crime tends to concentrate in localities with high commercial density and mobile criminals, and thus it makes sense to introduce this intervention in the city. As a result, investigation and prosecution outcomes are also expected to be lower, as less information about offenders is available. For us, a forward-looking, analytical approach with the capacity to respond swiftly is crucial. The capability to integrate calls for service, real-time surveillance using CCTV and mobile cameras, and rapid response units are available thanks to the significant public investment that the Punjab government has made in the Punjab Police Integrated Command, Control, and Communication Center (PPIC3) Lahore, a leading-edge, globally standard system that integrates all these components. With this new tool, the Lahore Police Department has greatly enhanced its capacity for smart preventative patrolling and policing. To realize PPIC3's full potential, other interventions will be required. If PPIC3 were to operate as just another supplier of information for an unaltered system that's already unable to deal with the requirements of policing in a rapidly evolving urban context, PPIC3 would simply be serving as a drain for those institutions.

9. Findings

There is a major increase in street crime in Pakistan during the later decades. Street crime is at this time, but in the future, it will become relevant to all major Pakistani cities. As opposed to motor vehicle theft, mobile snatching is on the rise, with incidents occurring more frequently. In the recent past, automobile theft was the second most committed crime. More than 700,000 crimes, which include murders, mobile snatching, automobile theft, kidnapping, robbery, burglary, and other thefts, were reported in all of Pakistan. The vast majority of these crimes are committed by people who are not professionals. One of the main issues faced in public safety provision

associated with unemployment, illiteracy, and lawlessness is governance. Shahbaz Sharif, the ex-Punjab Chief Minister, was greatly impressed by a law enforcement unit in Turkey, which led to the inspiration for Punjab's security force. He emphasizes that the project must be expanded, but at the same time, top police officials frown upon the new unit because they believe it will end up like the previous ones, being publicly ridiculed. Exorbitant costs are the main factor influencing the failure of Dolphin Force. Out of an estimated final strength of 300, the unit has received 35 Honda CB motorbikes so far. The bikes were purchased at a cost of around Rs1.5 million each with an engine capacity of 500cc. Their list of expenses doesn't stop here; it goes on and on. To help the unit better carry out their assignments, it is being considered to outfit members of the unit with uniforms that cost Rs50,000 each, with attached cameras and a chip to monitor their movement. Previously established patrolling units will have their maintenance and repair costs rise. When officials from the police force are contacted, they claim that the money has run out for the department's high-tech equipment, which was envisioned by the chief minister. They predict that the unit will be used to protect VIPs, rather than combating crime. Even though there is a pressing need to increase capacity for proactive patrolling, there is also a need to develop capacity for proactive patrolling by helping officers embrace a problem-solving approach and providing local police authority at the neighborhood level. To ensure successful police deployments, establish the capacity for smart analysis that is capable of identifying and predicting criminogenic areas. The protocol will include developing a deployment strategy that is evidence- and analysis-based instead of one that simply relies on the officers' gut feelings.

10. Conclusion

Understanding this critical point is imperative as the PSCA incorporates new urban security tools because it will forever alter the relationship between the citizens and the government. The Dolphin Police is presently only supposed to be the chief executive officer of the province. No institutional mechanisms have been established for the functioning of supervisory values, accountability, community police, and autonomy (Nekokara 2015b). When changing the police culture, you must put in a lot of work. It is a long-term strategy to instill values, beliefs, and goals throughout all the procedures, recruitment, selection, training, and development, and to get those values, beliefs, and goals to pervade the day-to-day operations of officials (USDOJ 2003). Although there are obstacles, especially when a value-oriented change is required, getting the change done is still possible. It will require strong political will to remove the institutional barriers. On top of that, the political will to reform the Punjab Police remains an open question. The incumbent administration has proven its commitment to further reform the organization in question, which is the province's land administration. The system has been modernized with the addition of automated land records and a replacement of the centuries-old system. There is no choice but to evaluate the impact of police reforms on whether or not they are on the political agenda. In the current technological climate, crime control must continually evolve to keep up. The rise in crime necessitates the development of a more detailed crime mapping. Some new crime mapping techniques are being used by various countries; one of the best techniques that have been tried so far is street profile mapping. This relies on the size of the roadways and streets in the area and includes information about criminal activities that could be carried out in the area and the degree to which they can be accomplished. It provides details for law enforcement agencies to help deal with criminal activity. The peak public and vehicle hours of the streets and roads are recorded and stored in this chart. The report contains details on how many human resources and other technical abilities are required to cope with the issue. For the most part, it is to handle criminal activities, which necessitates a 1:6 ratio while this claim is true in some instances, it is false in others. This technique is particularly useful in situations where there are many side streets and back roads to work with, such as mapping criminal numbers to arrive at a well-informed, successful, and safe operation. This suggests that it may be difficult to improve public trust in the police unless they are designed to decrease the

number of unofficial payments while simultaneously enhancing the police's ability to combat crime. Efforts to fight corruption should be evaluated rigorously to ensure they don't lead to increases in the use of unofficial payments and the rate of successful prosecutions.

11. Recommendations

- The general public places such as public parks, plazas, and streets should be monitored using cameras, and the victim must be trained in some self-defense techniques to at least give them a fighting chance of survival.
- Instead of just giving larger incentives to some individuals, the government should attend to the institute's capacity building and strengthening. As part of its effort to support public safety initiatives for equality and quality, the government should keep a close eye on how the funds are spent.
- The dolphin police department's financial issues should be addressed with an increase in budget and funds allocation.
- The police-victim relationship is broken and needs to be repaired immediately.
- Nevertheless, citizens' willingness to cooperate lends reformers something to work with.
- Technology's impact on policing is significantly influenced by cultural values, organizational approaches, work processes, and technological capabilities.
- It is preferable to utilize the GPS on vehicles that are on patrol and have their current and previous locations tracked so you know where the vehicle is and where it has been. This is geared toward mitigating emergencies by having the closest police vehicle make a swift arrival and bringing in aid from other departments to assist with operations while remaining safe.
- Introducing the GPS in police vehicles is imperative. For policing purposes, several of the new vehicles have been introduced. Call for emergency vehicles equipped with GPS can locate and direct nearby vehicles to the incident, helping to speed emergency response.
- Finally, there is also the question of time, and optimal time routes must also be examined.
- Government should make decisions that are rational and fair, while also considering the local welfare of the general public. The dolphin police department should have no gaps or flaws in its implementation of the policy

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