

The Study of Significant Impact of ISO Certification for Police Services with reference to Police Station of Misrod, Bhopal (Madhya Pradesh)

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Abstract

The police force holds a significant position within society, serving as a key component in the criminal justice system. The primary objective of a police organization is to maintain order, protect citizens, and uphold the law. This essay explores the role of the police as a service organization, highlighting their functions and responsibilities along with the challenges they face, and the reforms necessary for better community service. ISO provides a set of operational and managerial standards under which police services can operate. ISO certification allows police agencies to standardize their procedures, thereby enhancing their efficiency, reliability, and their ability to serve the public effectively. Several police services across the globe are already ISO -certified, with particular prominence in Europe, namely the United Kingdom, France, and Spain.

Keywords ISO Certificate, Police Service, Community Policing

INTRODUCTION

The Misrod Police Station, located in Zone 2 of the city, has achieved the distinction of being the first police station to be certified by the International Organization for Standardization (ISO) for safety and security. Following the renovation of the police station and the receipt of the certificate, a ceremony was held at the station with the participation of all officers of Bhopal's Police Commissioner ate. This was part of the campaign launched by the Commissioner rate last year to renovate police stations, and the Misrod Police Station was chosen as an initiative in this regard.

The International Organization for Standardization (ISO) is a non-governmental organization established in 1947. ISO develops and publishes international standards for a broad spectrum of industries. Their intention is to facilitate world trade and improve product quality, safety, and efficiency. Public services such as police services are not excluded from these standards, and they can greatly benefit from ISO certification. ISO certification emphasizes consistency and standardization, which can significantly impact the operational efficiency of police agencies. By adhering to ISO standards, police services can ensure that their procedures, policies, and practices are at par with international standards. One of the critical aspects of ISO certification is quality management. The ISO 9001:2015 Standard focuses on quality management systems, ensuring that organizations are consistently meeting their stakeholders' needs and increasing their satisfaction. If applied to police services, this can lead to significantly better community relations and heightened public trust.

LITERATURE REVIEW:

Statement of Problem

Police organizations serve the community by protecting all citizens' rights, freedoms, and safety. This responsibility extends to maintaining a transparent and accountable relationship with the public, providing fair and equal service without discrimination. Additionally, the police must strive to establish and fortify public trust and confidence, thereby promoting cooperation and positive community relations.

The function of a police organization goes beyond combating crime, with the police playing an integral role in maintaining peace and order. This broad responsibility encompasses crime prevention, investigation, enforcement of laws, provision of aid during emergencies, traffic control, and assisting in committal procedures under the court's authority. Noteworthy is the concept of 'policing by consent', a principle fundamental to modern policing, wherein the power of the police is recognized as stemming from the common consent of the public.

ISO certification ensures that services meet international quality standards, which can improve satisfaction for the end consumer of these services. ISO also ensures that processes are followed correctly, reducing the risk of failure in service quality. The study shall discover the potential risks and liabilities associated with regulatory non-compliance due to the absence of ISO certification and explore the advantages that ISO Certification brings in terms of process improvements, resource optimization, and more.

Objective of the Research:

This study discusses the significant impact of ISO Certification for Police Services with reference to Police Satiation of Misrod, Bhopal (Madhya Pradesh).

Following objectives will be explored in this study:

- To know the ISO Certification & its benefits
- To know the signification of ISO certification for police stations.
- To know the challenges

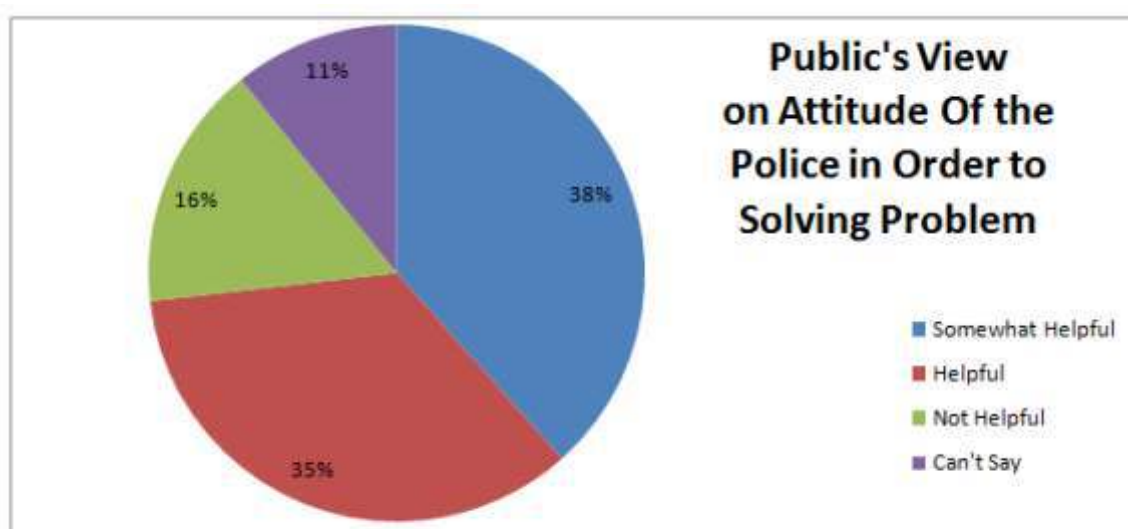
Research methodology:

This research is a descriptive study. The necessary primary & secondary data was collected from various websites including those of Government of India, magazines, journals, other publications, etc. This data was then analyzed and reviewed to arrive at the inferences and conclusions

Outcome of the Study

A. Absence of ISO certification or similar Standards

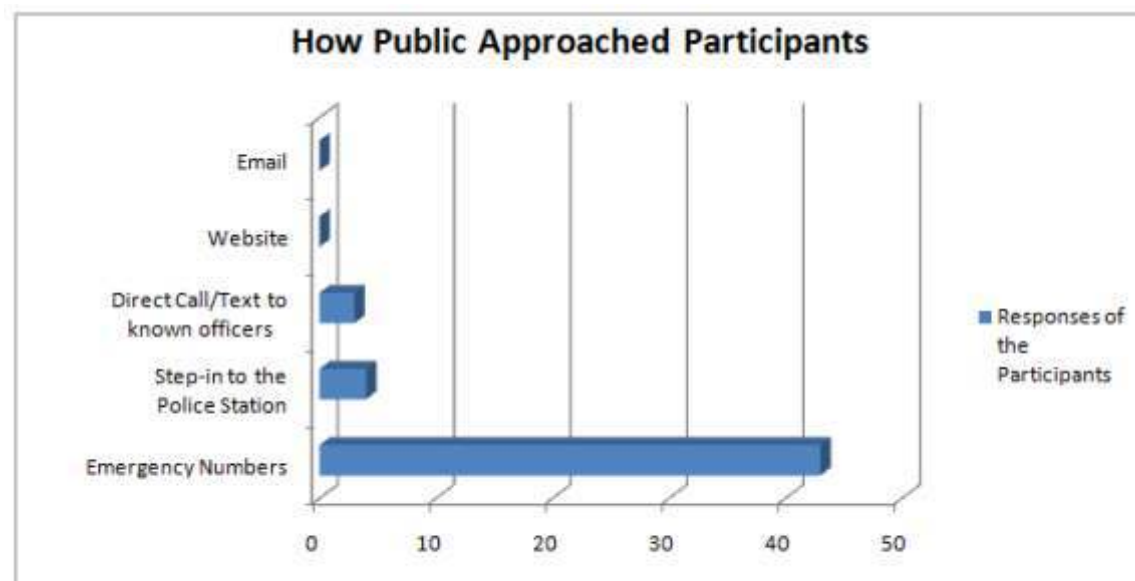
Attitude of Police in Perception of Public: A study discovers the truth behind the attitude of police in the perception of the public and uncovers the reasons behind the public's perspective and gain valuable insights into improving police-community relations. The study revealed that public mindset is in process of shifting from bad police image to supportive as 38.4% of the respondent said the police is somewhat helpful and 34.8% of the respondent said they found police very helpful with confidence which shows the positive sign that almost 73% in total has some portion of acceptance that the attitude of police is somewhere helpful. However there are still scope of improvements.



Source: Primary

Fig: Attitude of Police in Perception of Public

Standard Approaches & Interaction Facilities: In today's society, it is crucial for Police to have a strong connection with the public they serve. Building trust and promoting cooperation between the police and the community is essential for maintaining a safe and secure society. However, there seems to be a significant lack of facilities for the public to effectively interact with the police. A study discusses the different channels by which public can interact with police and it has been found that most the public avoid any such direct interactions. The responses revealed that police receives most of the complaints through these emergency numbers only.



Source: Primary

Fig: Standard Approaches & Interaction Facilities

Infrastructure & Staff: The some of the police station (One of the Example of Misrod Police Station, Bhopal previously) really running down and there isn't much room for anyone to sit down or even look at the records, which are in pretty bad shape.

B. Significant Impact that ISO Certification brings

Infrastructure Development: One of the biggest strengths of the ISO-certified police station is the fact that everything is well-structured here. From the storage area to the filing area, everything is well-maintained. The police station also has better seating arrangements for the staff members. There is a helpdesk and an energy desk according to the available police schemes. The police station will also have a visitor room for the people who accompany the complainant. They will be provided with a place to sit and cold water for drinking and more

Continuous Improvement: ISO standards are not static; they are based on the concept of continuous improvement. Once a police service achieves ISO certification, it must work continually to improve its operations to maintain the certification. This mandate for constant advancement can be a significant driving force in bettering police services in areas like technology utilization, crime prevention strategies, and community relations.

Establish Accountability and Transparency: ISO certification also enhances accountability and transparency in police services. The ISO guidelines require police agencies to maintain meticulous records of their operations, which aids in scrutinizing their actions and encourages accountability. Furthermore, this detailed documentation promotes transparency, making police work more open to the public and fostering trust within the community.

Conclusion

The importance of ISO certification for police cannot be overstated. It is a crucial tool in enhancing operational efficiency, promoting accountability, and transparency, ensuring quality management, and encouraging continuous improvement in the quest for excellence in service delivery. Furthermore, ISO certification has the potential to build a stronger and more trusting relationship between the police and the community they serve. Adopting ISO certification can therefore prove instrumental in transforming police services for the better and ensuring they conform to internationally recognized standards of operation. Policymakers should view it as an advantageous step towards a more effective and efficient police service, with the ultimate goal being the creation of a safer and more secure society.

The police serve a highly important role in maintaining peace, law, and order within society. Despite the challenges they face, the goal remains to serve the community best and protect the rights, freedoms, and safety of all citizens. Concerted effort between the police, community, and the governing bodies is necessary to overcome the challenges and reinforce the role of the police as a vital service organization. Only then the police can truly echo Peel's principle that "the police are the public and the public are the police."

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