
Addressing the Public Trust Deficit in Pakistan's Police: Challenges, Causes, and Pathways to Reform

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ABSTRACT

This research is conducted to study the factors related to the effectiveness of the work of police force of Pakistan. The research aims to identify the indicators which promote crime in the country and to recommend effective strategies to curb and mitigate the crimes in the province by utilizing all the available resources of the country by police in collaboration with the other sister agencies. Motivation factors and hygiene factors are positively related to work efficiency and effectiveness of policing. Police officers of all the districts strongly felt that adequate modern facilities are a major factor in facilitating the increase in work efficiency, while the imbalance of manpower and lack of modern facilities were obstacles to the concert of the force. The police officers and the social scientist expert are of the view that effective patrolling, effective and specialized criminal investigation, and fair trial are the backbones of the criminal justice system that ensures curbing of law and order situations in the country. When the criminals have not been convicted by the courts the trust in the police department's performance goes to ashes. During the research work, the respondent's police officers stated that until all the pillars of the criminal justice system work coherently the desired results of criminal administration of justice can't be achieved. Policing conduct under the Islamic laws and principles is also adjudged during the study. Importance of Artificial intelligence in the policing of Pakistan is also discussed besides need for its legal framework in the country. Qualitative research methodology is employed to complete the research process and to adduce the results that is best suited to the research of social sciences.

Keywords: Reasons And Solutions Of Policing Problems in Pakistan, Role of Artificial Intelligence In Policing, Policing Under The Muslim Law, Crime Detection and Prevention Modern Techniques

Introduction

Pakistan inherited its police system from its British masters. It is the responsibility of the police department to ensure law and order in society by using effective patrolling and crime prevention methods and crime detection techniques in the province. Without the proper existence of the police department, the desire to run the business of the nation is not possible. Nations develop when there is no law and order issue in society. Visitors and businessmen rush to the countries where there is peace. The law order remains under control when all the pillars of the criminal justice system pay their best. When the basic unit of the criminal

justice system is not functioning, then the law and order situation in the country will not be remarkable. Resources play a key role in producing results (Katsos, 2020).

The Pakistan Criminal Investigation Unit of the Police Department is also not comparable even to some of the developing countries in terms of training and resources. Gossip alone cannot produce results. In Pakistan, the formulation of policies and enactment of laws is the order of the day, but the one thing lacking is their implementation. The country's criminal justice system suits the elites and is cruel to the poor. Those nations develops on the world map which ensure equality in maintain law and order among the people without discrimination about resources. Today, crimes have acquired complicated shapes, and trapping criminals with modern facilities is the need of the hour (Ali, 2015).

The abusive police behavior and custodial torture practices present in Pakistan police from colonial times. Pakistan's Police have not upgraded with time and tide of modern facilities and still not only violating the country laws besides the world convention to which Pakistan is a signatory. The 1861 Police Act establishes a police force that depends on fear, coercion, and authorized violence used to defend the state not present in any statement about the police safeguarding the public, offering services, or fostering positive interactions with the neighborhood. Beyond the antiquated legal system, the Pakistani police face several current issues. About 624,400-member police institutions in Pakistan's rank and file are underpaid, ill-equipped, inadequately trained, and educated. They also operate in harsh conditions. The majority of the country's police stations are housed in run-down structures. Some sub-stations are located in temporary buildings, including tents. Every day of the week, police are expected to put in enormous hours, and they frequently go months or even years without taking a break. Perhaps unsurprisingly, officers who are mistreated by the system and their managers similarly treat the public (Masudi, 2023).

Main objectives of the study

The main objectives of the study is to find out the reasons for various increasing crimes in the province and law & order. What pragmatic approaches can the department utilize to mitigate crime rate in the country? Whether the application of modern techniques helps combat terrorism is still unclear? The prime objective of the study is to discourage previous ill-advised techniques of torture for extorting a confession from the accused person, utilized by the police department's detectives to avoid the collection of evidence due to their in-expertise. Even in the country various members of political parties are complaining about the custodial tortures and even the sitting members of Parliamentarian are not safe from the custodial torture in the country. The study is organized to highlight the shortcomings of policing and pragmatic approaches to an effective criminal investigation to ensure convictions (Jain, (2024)).

In this article an earnest effort has been made to find out the solution to the following questions;

- Whether absolute separation of operations and investigation wing is not achieved due to lack of will of the stakeholders or scarcity of resources?
- Is In the province, effective criminal investigations are not ensured up-till now, due to a lack of modern skills for the investigation officers to exploit the modern facilities?

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- Whether delegation of monetary powers at the level of station house officer can bring any change in the performance of the police department?

Current Dilemma of Police Performance

The police performance in the country is not being appreciated with respect: to conduct with the public; effective patrolling for prevention of crimes; approach for detection of crimes; response time in case of an occurrence; Registration of crimes across the board is being discouraged, which kills the purpose of the establishment of a front desk at the police station level; the investigation of criminal cases is being handed over without judging the competency of the investigation officer. The investigation officers, due to educational and skill problems, are inefficient in the collection of evidence; The strength of the investigation officer in the police station is not comparative to the registration of crimes, and the investigation officers have resource issues to garner modern facilities. The judicial department should consider police department efforts and should not acquit the accused persons due to their in-efficiency to face the criminals besides the rubber stamp scrutiny of the prosecution department should be addressed at the gross root level in the affective manner (CZapLICka-koZłowska, 2023).

Multiple approaches to the effectiveness of performance of police

Some respondents are of the view that the illiterate, weak segments of society and vulnerable groups are reluctant to visit police stations due to the harassment of local police. The behavior of the police, for certain reasons, does not support the victim and often remains in favor of the accused person, which is a very vital negative attitude of the important pillar of the criminal justice system that is augmenting the crime rate in the country. The victim, who is already a victim of social trauma, has no power to change this negative attitude of the police department because the crime reporting ratio is less as compared to the actual happening of crimes in Pakistan society. Due to this, proper remedial measures are not taken into account. The crime ratios in the village and destitute areas are not low but poorly reported for the above reasons. In Pakistan, every government makes fools of the public with the slogan that they will ensure ideal reformation in the police system and culture to ensure a law and order situation in the country, but after their victims, the politicians will not give any attention to this neglected field (Ullah, 2016).

There exists a Nexus among indicators like improper crime detection, no crime reporting, ineffective evidence collection following crime registration, flawed law enforcement agency investigations, unfair trials, and corrupt practices which are very common in the country. Other markers include a bad criminal justice system, political rivalry, urbanization and population growth, illiteracy, previous legal cases, gender inequality, unemployment, poverty, illegal arrests and detention, and the negative effect of the media. The Crimes Commission is one of the major sources of social unease and uneasiness. There is every possibility that a decrease in the crime rate may be able to return peace and quiet to the province. The research on the nature of crimes in Punjab along with its reasons may help to understand the root cause of evils and help in redesigning techniques for prevention that are desirable in order to mitigate the crime rate in the province (Imam, 2021).

The police's role in a democratic society is to uphold freedoms rather than to restrict them. To practice these liberties, a secure and lawful environment is what the police are there for. A democratic police force does not care about a person's associations, movements, or

adherence to a certain ideology. It isn't even particularly concerned with the administration of rules or formal procedures. Instead, the police force in a democracy is solely focused on maintaining safe neighborhoods and applying the law impartially and without discrimination to everyone (Hall, 1952).

According to respondents, when information is received regarding the registration of an occurrence, the police usually write a daily diary (rapt) but did not enter the FIR and waited for the middleman due to corrupt practices involved in the system. According to the police, only that information is not incorporated in the first information register, which is not based on true occurrences and about non-cognizable offenses. According to human rights organizations, the police department is registering a smaller number of complaints and is most reluctant to lodge an FIR against those who are members of pressure groups and elites (politicians, bureaucrats, media persons, and lawyers). (Raza, 2023)

Due to community policing, the police performance is on the same page in industrialized countries and society significantly contributes to the enhancement of police performance. Community policing keeps them engaged daily, helping in crime detection. In the completion of the process, committees need to be constituted at the district or police station level to address the problems of the people in priority manner and reduce their pain and suffering. Volunteers, interns, and students can be consulted in reporting crimes (Audu, 2016).

The police department is the first pillar of the criminal justice system and also the first responder in case any crime occurs. During an investigation, both parties present evidence to support claims. The investigator's job is to collect and evaluate the evidence and also give his professional judgment on whether the accused is guilty or not in order to support the case at trial to convict or acquit. Erroneous conclusions for innocent persons result from poor criminal investigations. Society loses faith in the resulting administration of justice because it does not provide the accused justice. They become the target of retaliation, which leads to social anarchy. The government should create the environment necessary for investigating agencies to operate scientifically in order for their job to be effective (Devi, 2020).

The judicial system should play its proper role in creating peace and harmony in society. Pakistan's legal system has a history of various episodes from the Hindu, Muslim, and English periods that were discovered in the subcontinent. Justice is a basic right of every citizen that the constitution has granted to him. The process of determining criminal law is referred to as criminal procedure. A formal criminal accusation against the defendant normally leads to the accused being either punished or acquitted, even though criminal processes vary greatly in terms of jurisdiction. The defendant may then be freed on bond or imprisoned. Without a strong and efficient criminal justice system, the nation's state of law and order cannot be managed. Robust legislation by the legislature is able to strengthen the nation's criminal justice system (Dworkin, 1973).

In Pakistan, there are three parallel systems of education running in imparting education to young people due to which investment in education is going into the dust bin and we have failed to unite the nation in building one coherent opinion on national issues. English medium, Urdu medium, and madrasah systems of education have different techniques and tools for training young ones to face future hardships and equip them to achieve pragmatic success in life. In our system of education, English-medium school students consider them elite groups and consider the students of the other two systems

inferior to them. Jobs are mostly offered to English-literate/skilled people, and in the other two systems, students fail to occupy a supreme position in the country. The Urdu medium and madrasah school systems mostly rely on rote learning due to the non-availability of professional and dedicated staff in their institutions. Their creativity level remains questionable despite lifting the huge weight of school bags. As a result, society suffers when there is discrimination in imparting education to young people. The less literate people fail to get employment and then wish to earn money for their survival in easy ways by indulging themselves in different kinds of crimes (Winthrop, 2010).

Salaries of police department employees are not comparable by nature and duty hours. The salaries of the employees with equal basic pay of other departments' employees who usually sit in air-conditioned rooms are higher than in the police department. The police department's officers and officials usually have to face the elements and public pressure around the clock. They have to conduct raids, arrest criminals and do patrolling duties for the curbing, prevention, and detection of crimes. The police department employees are provided a daily allowance of twenty days not on the present basic pay but on the basic pay of 2009, which is unjustified. The employees of even member departments of the criminal justice system of courts have more salaries as compared to the police department, who still sit in air-conditioned rooms and enjoy an easier environment as compared to the police department. There is a dire need for the employees of the department who don't have even Sunday vacation in their duties; their salaries must be enhanced to a level comparable to their job structure (RAZA, 2014).

Therefore, the principles of Islamic policing are based on justice, equity, compassion, and accountability, which are well ingrained in the Quran and Hadith. This ensures harmony, security, and rights for all people irrespective of their social and economic status. The main principles included are justice and equity, life and property protection, the prevention of crime, accountability and transparency, compassion and leniency, prevention of corruption, and the utilization of modern technology.

In contemporary scenarios, these values would be included through ethical and Islamic training in police academies, community-based policing, legal policing that follows the Sharia principles, the essence of rehabilitation, accountable frameworks, and efficient use of technology so that justice is able to triumph. Barriers to developing the practice of Islamic policing include corruption, insufficient resources, conflict in the balance between Sharia and modern law, and what people feel and believe (Hakeem, 2012).

This Islamic way of policing then provides the same with an overall framework, which will be executed successfully based on justice, fairness, and compassion. It needs sincere efforts on the grounds of training, allocation of resources, and systemic reforms. Then, with such alignment between modern policing practices and the values, law enforcement agencies will have the capability of building trust with the people, hence, a harmonious society based on values in governance in Islam (Tufail, 2023).

Artificial Intelligence makes policing much more efficient, accurate and transparent due to the nature of its results within a shortest time. The roles that AI play in policing include crime prediction and prevention, criminal identification and tracking, data analysis and solving crimes, improved surveillance and monitoring, detection and prevention of cybercrime, public safety, and emergency response evidence collection, training and decision support, simulation training and others with accuracy. Public trust benefits from using AI in

policing due to its efficiency and accuracy in the analysis of things. The considerations in terms of ethics and law include biases in algorithms of AI, privacy, accountability, and regulatory frameworks are its concerns. Some of the challenges that are seen in implementing AI in policing include: the high cost of implementation, training, and expertise resistance to change, and it poses the risk of cybersecurity problems for poor economies and backward nations. Proper use of AI technologies will help police organizations to combat new challenges of crime towards safer communities (Berk, 2021).

Conclusion

The Pakistani government has adopted police reform as one of its major priorities to develop the rule of law. Since there have been many prior reform attempts, police reform in Pakistan has only gained importance recently. The order of development because of the very substantial and convincing evidence that human security and social and economic advancement are dependent on an efficient, accountable, and fair criminal justice system. It also emanates from the fact that Pakistan's law and order issue has worsened over time, and police have been unable to cope with their burgeoning workload in recent years, particularly in the case of serious crimes.

This study aims to investigate factors linked to the effectiveness of the police force in Pakistan, detect indicators that promote crime, and recommend effective strategies for curbing and mitigating crimes. Motivation and hygiene factors are positively associated with work efficiency and effectiveness of policing. Police officers consider adequate modern facilities as a primary factor that facilitates the rise in work efficiency. Imbalance of manpower and lack of modern facilities are some obstacles against the concert of the force. Police officers and social scientist experts believe that the criminal justice system has its backbone in effective patrolling, specialized criminal investigation, and fair trial. This ensures curbing of law and order situations in the country. The trust in the performance of the police department goes to ashes when criminals have not been convicted by the courts.

Even the training and resources of the Pakistan Criminal Investigation Unit are not comparable to some of the developing countries. The criminal justice system suits the elites but is cruel to the poor. The 1861 Police Act establishes a police force that depends on fear, coercion, and authorized violence used to defend the state. The main objectives of the study are as follows: what pragmatic approaches can the department utilize to mitigate crime rates, find out the reasons for increasing crimes in the country and law & order, and whether the application of modern techniques helps in combating terrorism. The study aims at discouraging previous ill-advised techniques of torture for extortion from the accused person and address the shortcomings of policing and pragmatic approaches to effective criminal investigation to ensure convictions.

The trust deficit into the concert of policing is due to the various causes such as harassment of the local police, detection of crimes not properly, collecting evidence is not effective, faulty investigation, fair trials are not provided, and corrupt practices. The police department's such negative attitude has given rise to the crime rate in the country. Crime reporting ratio is less in the rural and poor destitute areas, and such proper remedial measures are not considered. The Crimes Commission is a very significant source of insecurity and discomfort in society, and the rate of crime can be mitigated by studying the nature of crimes in Punjab and its reasons. In a democratic society, police play a role to ensure freedom and safety in neighborhoods. However, corruption practices in the system lead to a lack of proper

investigation and a lack of trust in the police force.

Improvement in police performance is brought about by community policing and community involvement. Committees should be constituted at the district or police station level to address the needs of the populace on a priority basis. Students, interns, and volunteers can be involved in reporting crimes. The police department is the first pillar of the criminal justice system and has to produce evidence and expert opinions for proving their contents. Criminal investigation causes wrong implications for innocent people and, therefore, results in lawlessness in society. The judicial system should play its proper role in creating peace and harmony in society. In Pakistan, there exist three parallel systems of education. These are the English medium, Urdu medium, and madrasah. Students in English medium are elites as compared to Urdu medium and madrasah students, who only rely on rote learning since they lack professional staff. More illiterates find employment and turn into crime. Salaries in the police department are not equal to those in other departments and officers and officials face constant public pressure to conduct raids, arrest criminals, and perform patrolling duties.

Solutions and Recommendations

To prevent crime, the police department should implement the following solutions and recommendations:

- a) Intensive patrolling on the Highways.
- b) Random patrolling and inspection on link roads and canal banks.
- c) Strict checking of vehicles at entry/exit points of the district.
- d) General holds up should be managed to check the fictitious number plates etc.
- e) Gangs should be smashed with a proper force that is involved in proper crimes.
- f) Thikri Para / Nacka Bandi are effective for property crimes must be ensured.
- g) Strict vigilance on a hot spot of crimes by the installation of cameras
- h) Information sharing with other sister agencies should be improved.
- i) The efficiency of the Police department should be enhanced in the fields of public order and crime management.
- j) Community policing should be made effective which will boost service delivery of the police department and enhance the soft image of the department by rooting out the rude behavior of the department.
- k) Evidence collected from modern devices and by employing the artificial intelligence be made admissible by amending the existing laws for effective policing.
- l) The Islamic teaching in curbing crimes be implemented in letter and spirit for mitigation of crimes in the society and social justice.

It is a good gesture to participate the public in police work. When the public and the police collaborate to solve crimes and handle issues, police-community relations improve. To achieve the goals of community policing citizen committees be constituted to resolve

personal disputes and land disputes of the parties besides marital issues, and by rationally resolving the business disputes of the people to save the economy of the country, the police is relieved of some of their workloads. On the other side, citizens were actively involved in finding solutions to their issues due to which the neighborhood issue is resolved at the gross root level and the workload on the criminal justice system is managed properly. As more residents participated in providing security for public events, there were more persons in charge of ensuring public safety. The police were able to create a sizable constituency by enrolling influential residents on these committees, which would help them fend off political pressure and maybe serve as a source of finance for their operations:

No department can run without proper discipline and accountability but awarding punishment to the employees of the department without any real reason will discourage them from fulfilling their future duties efficiently. So, it is mandatory that the officers of the department should first know the worth of the department employees and should educate their subordinates to rectify their shortcomings to avoid future faulty criminal investigations, crime detection, and other discipline issues. The reformatory theory should be practiced more and more through strict monitoring. The minor and major punishment should be awarded by the quantum of guilt of the delinquent employees.

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