SAFETY TRENDS AND REPORTING OF CRIME

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SAFETY TRENDS AND REPORTING OF CRIME (SATARC)

Survey of 20,597 households across
Delhi, Mumbai, Chennai, Bengaluru

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Introduction

Asound criminal justice system is required for ensuring the safety and well-being of citizens, and creating an enabling environment for market-based economic growth. While there seems to be agreement on the weak performance of both, the police and the courts, this has not yet translated into large scale attempt at reform. Inaction is perhaps a result of our inability to quantify the nature and extent of the problem, among other things.

Safety Trends and Reporting of Crime (SATARC), IDFC Institute's flagship survey, is an attempt to marshal evidence, in a systematic way, about the extent and nature of crime, satisfaction with the police, and perceptions of safety. Since the data from this survey is available at the police zone level, it has ample scope to serve as an effective management tool for the police by helping them develop informed and targeted reforms.

Methodology

Cities
The survey is based on a representative sample of households across four major cities.

Delhi	Mumbai	Chennai	Bengaluru
6,187	**7,910**	**2,433**	**4,067**
respondents	respondents	respondents	respondents

Time period

Respondents were asked questions on their crime and police experience for the period **October 2015** to **September 2016**.

Survey questionnaire

The survey asks four broad questions pertaining to:

I. Incidence of Crime
   (see Appendix on Page 16 for detailed definitions)

   1. Theft
   2. Assault (resulting in injury)
   3. Harassment
   4. Criminal Intimidation
   5. House Break-in
   6. Unnatural Death
   7. Missing Person

II. Reporting to Police

III. Opinions on Police

IV. Safety Perceptions

Estimates

All the results presented here are representative at the population level, unless specified otherwise.

Sampling

Delhi

1. Each city was divided by its respective police zones.

2. Within each zone, **450** households were randomly surveyed.

3. The randomly surveyed sample is representative of the age and gender distribution of the **adult population** in the cities.

4. In addition, purposive interviews of victims of any of the 7 crimes were covered in the survey.
The total sample size across the cities was **20,597**.
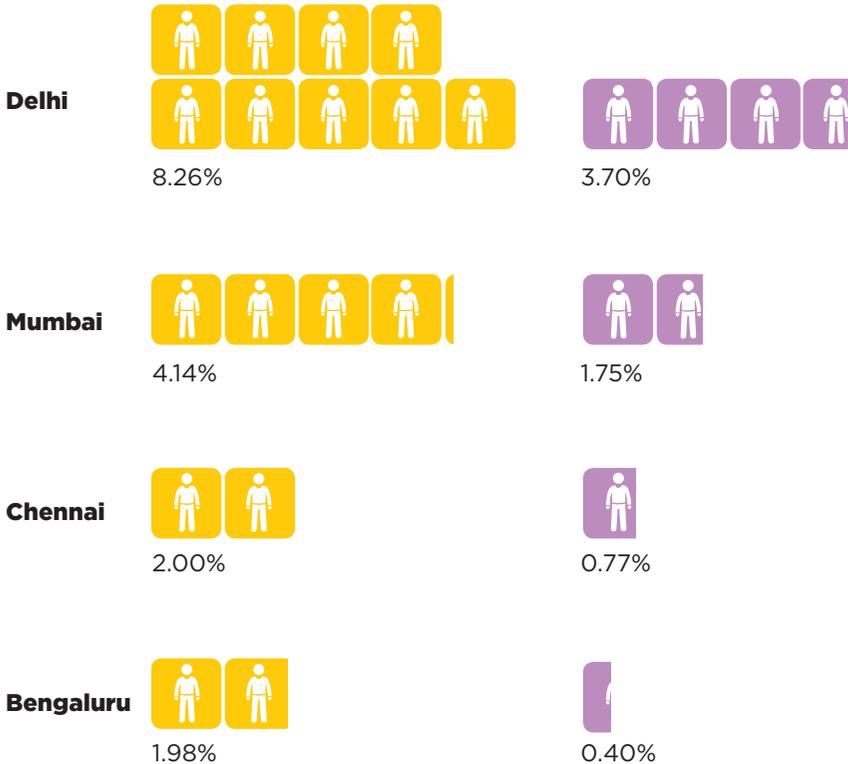
What proportion of the population was a victim?

We estimate the proportion of total population in each city that was a victim of a given crime. Of the surveyed crimes, we find that theft is the most prevalent crime across the four cities. It has the highest crime rate in comparison to all the other crimes put together. For example, 8.26% of the population in Delhi were victims of theft, while only 3.70% were victims of all other surveyed crimes combined.
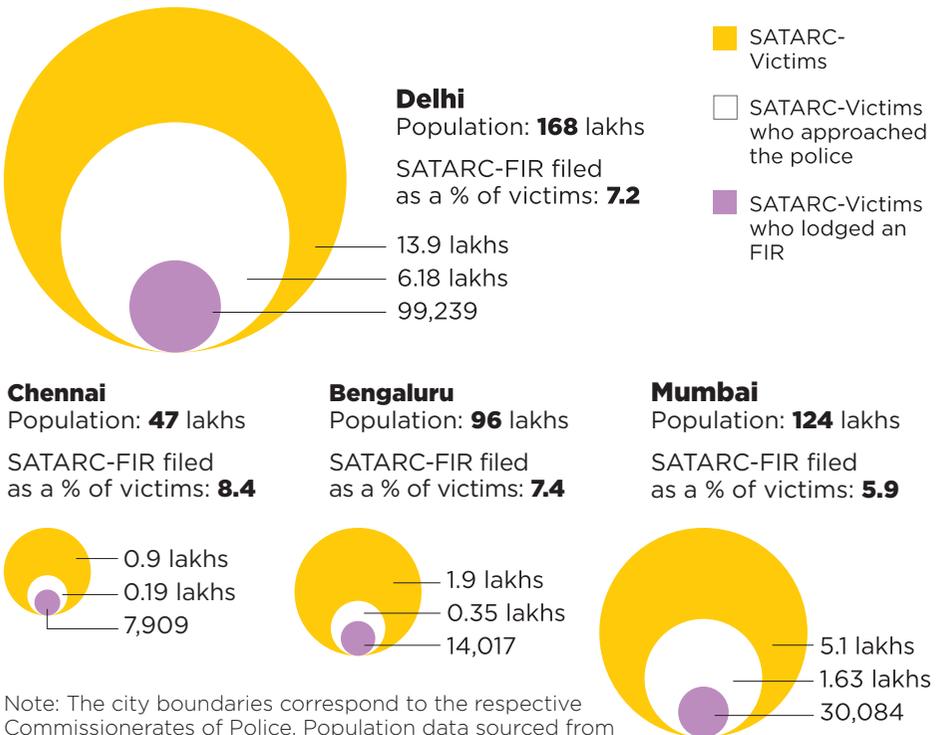
Theft

All other surveyed crimes

Delhi
8.26%
3.70%

Mumbai
4.14%
1.75%

Chennai
2.00%
0.77%

Bengaluru
1.98%
0.40%

What is the extent of under-reporting of crime?

We compare our estimates of incidence of crime with official records of reported cases published by the National Crime Records Bureau (NCRB). NCRB is the nodal government agency which collects, compiles and disseminates information on crime. For the purpose of this analysis, we use the incidence of theft to evaluate the extent and reasons for under-reporting. We choose theft for two reasons, presence of a comparable NCRB definition and a large sample of victims of theft within the randomly surveyed population, allowing us to make population level estimates.
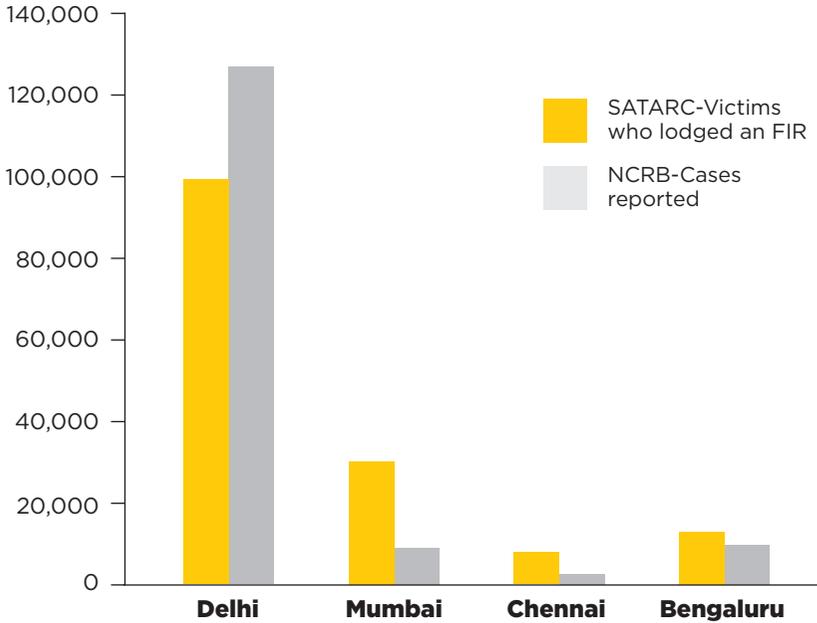
There is massive under-reporting of theft

■ SATARC-Victims

□ SATARC-Victims who approached the police

■ SATARC-Victims who lodged an FIR

Delhi
Population: **168** lakhs

SATARC-FIR filed as a % of victims: **7.2**

13.9 lakhs
6.18 lakhs
99,239

Chennai
Population: **47** lakhs

SATARC-FIR filed as a % of victims: **8.4**

0.9 lakhs
0.19 lakhs
7,909

Bengaluru
Population: **96** lakhs

SATARC-FIR filed as a % of victims: **7.4**

1.9 lakhs
0.35 lakhs
14,017

Mumbai
Population: **124** lakhs

SATARC-FIR filed as a % of victims: **5.9**
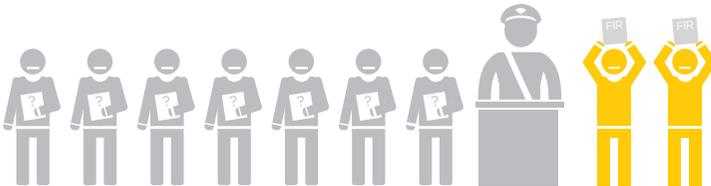
5.1 lakhs
1.63 lakhs
30,084

Note: The city boundaries correspond to the respective Commissionerates of Police. Population data sourced from Census of India, 2011. FIR refers to First Information Report.

The numbers indicate victims who approached/registered an FIR by themselves or through a household member.

Comparing the cases reported

Note: These numbers may not be exact comparisons because city boundaries for NCRB and SATARC are not a perfect match.

Only a fraction of the victims approached the police, of whom only a handful eventually managed to file an FIR.

What explains the gap between crime incidence and cases reported?

Reason 1: People refrain from approaching the police
These are the main reasons for not approaching the police for each city. The top two reasons for each city have been highlighted.

	Delhi	Mumbai	Chennai	Bengaluru
Didn't know where to go	▲ 21%	10%	19%	17%
Felt that the police will not entertain the complaint	▲ 30%	▲ 21%	▲ 19%	18%
Did not think the police will be able to do anything about the case	19%	19%	18%	15%
Did not want to get stuck in police/court matters	19%	20%	14%	▲ 35%
Lack of evidence	19%	21%	▲ 51%	31%
Didn't think it was serious	21%	▲ 35%	16%	▲ 33%

Note: Results presented for the sample

Reason 2: Police registered very few FIRs
We cannot confirm the reasons why the police is only filing a few FIRs since the survey does not delve into why the FIRs were not registered.

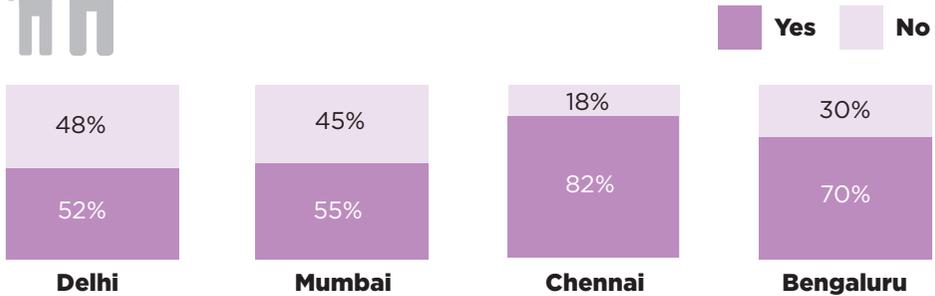FIR registered as a % of victims who approached the police

Delhi	Mumbai	Chennai	Bengaluru
16%	18%	41%	40%

Are victims satisfied with the police?

Yes **No**

48%	45%	18%	30%
52%	**55%**	**82%**	**70%**
Delhi	**Mumbai**	**Chennai**	**Bengaluru**

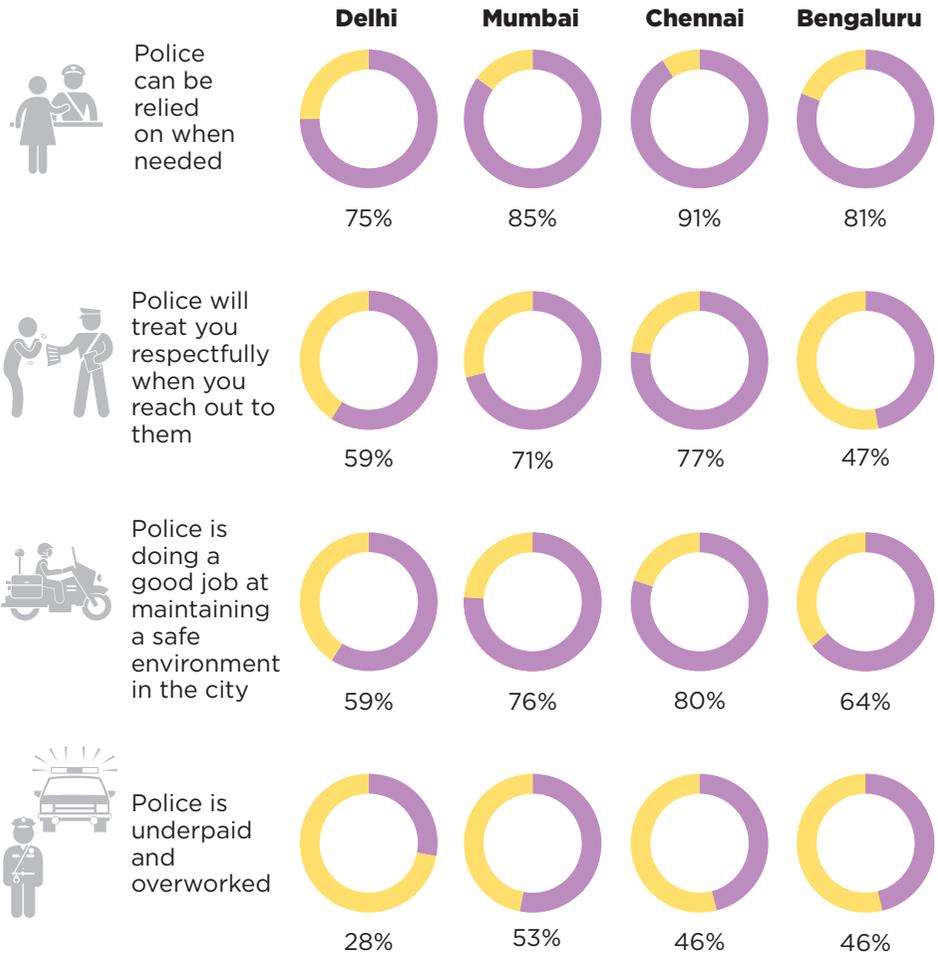**YES: What was the reason for their satisfaction with the police?**
The colour spectrum below ranges from purple (high percentage of respondents expressing satisfaction with the police) to yellow (low percentage of respondents expressing satisfaction).

	Delhi	**Mumbai**	**Chennai**	**Bengaluru**
They listened attentively	75	55	79	89
They registered my complaint with accuracy	41	50	45	83
They registered my complaint promptly	35	41	58	32
They explained their future course of action	21	23	44	33
They arrived in time	10	17	38	29
They took action quickly	14	17	39	18

NO: What was the reason for their dissatisfaction with the police?
The colour spectrum below ranges from purple (high percentage of respondents expressing dissatisfaction with the police) to yellow (low percentage of respondents expressing dissatisfaction).

	Delhi	Mumbai	Chennai	Bengaluru
They were arrogant and ill-mannered	12	14	6	19
They refused to register my FIR and asked me to leave	8	16	25	38
They pinned the blame on me and tried to dissuade me from registering an FIR	9	16	31	16
They made me wait without any reason and took a long time to register my FIR	33	49	31	41
I required external influence to register the FIR	8	5	19	19
The PCR van took over an hour to arrive at the spot from where I called	15	8	13	22
They did not assist the wounded persons	11	3	19	25
They asked us/me to pay an amount	10	6	25	13
Other	36	19	-	6

Note: All values in both 'Yes' and 'No' tables in %
Results in both 'Yes' and 'No' tables presented for the sample
Data in each table is divided into quintiles, and a colour assigned to each quintile.

What do people think about the police?
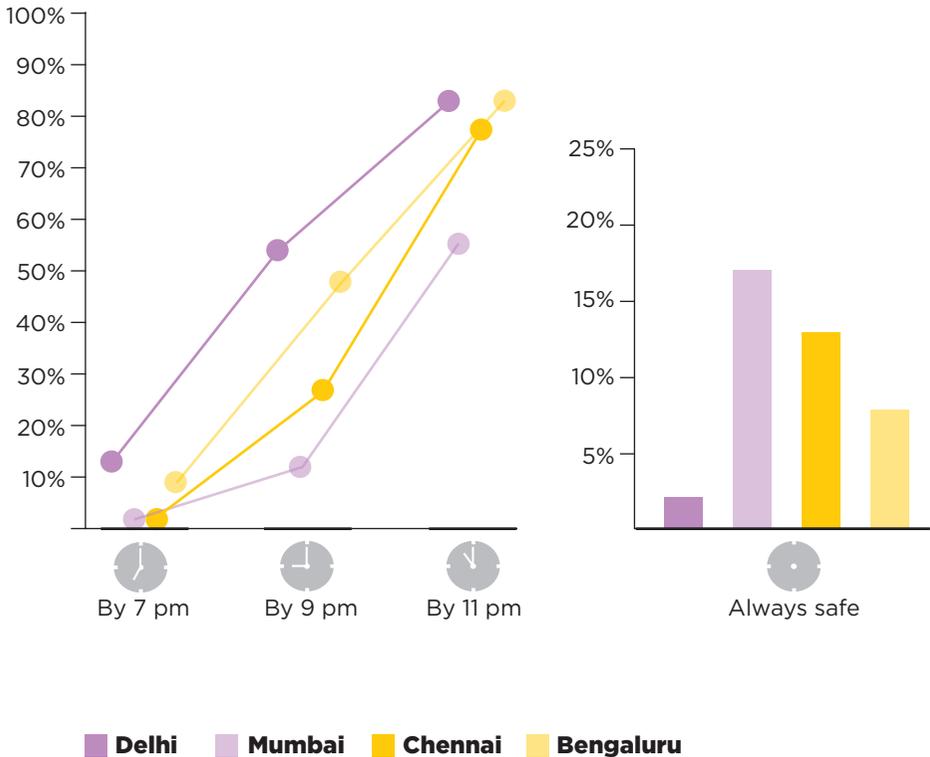
Percentage of respondents who agree that...

	Delhi	**Mumbai**	**Chennai**	**Bengaluru**
Police can be relied on when needed	75%	85%	91%	81%
Police will treat you respectfully when you reach out to them	59%	71%	77%	47%
Police is doing a good job at maintaining a safe environment in the city	59%	76%	80%	64%
Police is underpaid and overworked	28%	53%	46%	46%

What is public perception about safety?

We analyse safety perceptions and adaptive behaviour of respondents across the four cities. Delhi fares poorly across the spectrum. Chennai stands out as being perceived to be safe for both men and women, which is congruent with their favourable views about police and lower crime rates. Surprisingly, the adaptive behaviour of both, men and women, don't vary much.
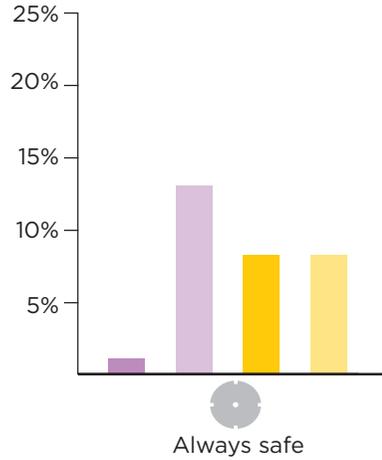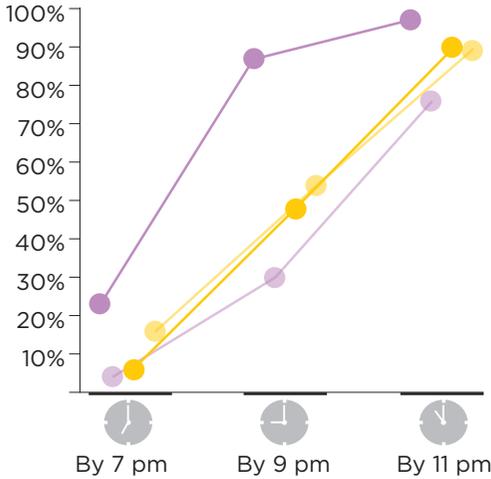
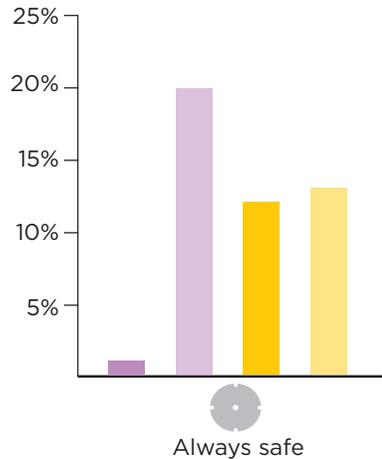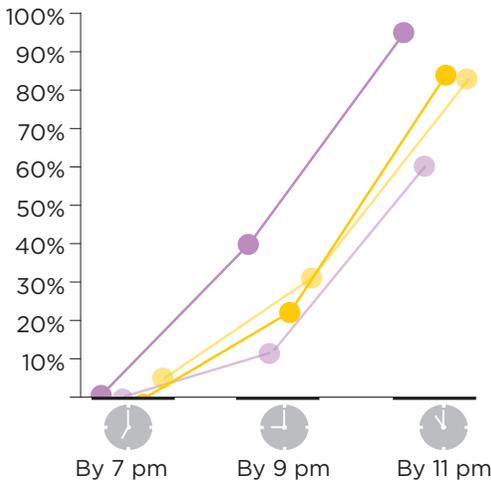**After what time do you worry about withdrawing money from an ATM?**

Delhi   Mumbai   Chennai   Bengaluru

When do you start worrying about the safety of a female member who maybe outside home unaccompanied?

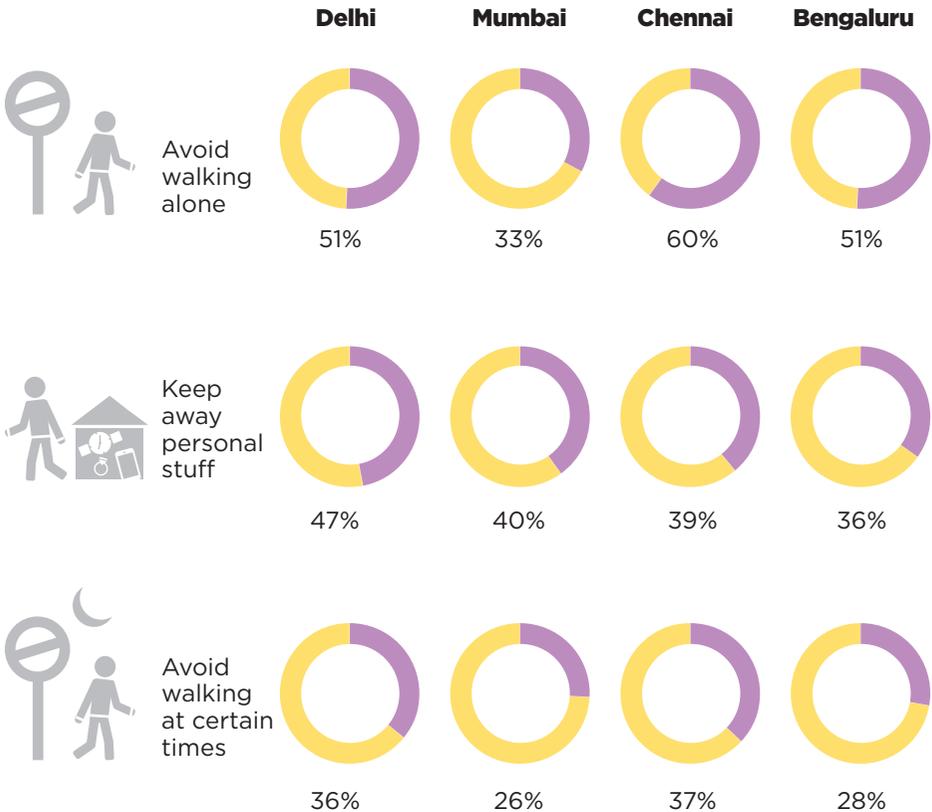## When do you start worrying about the safety of a male member who maybe outside home unaccompanied?
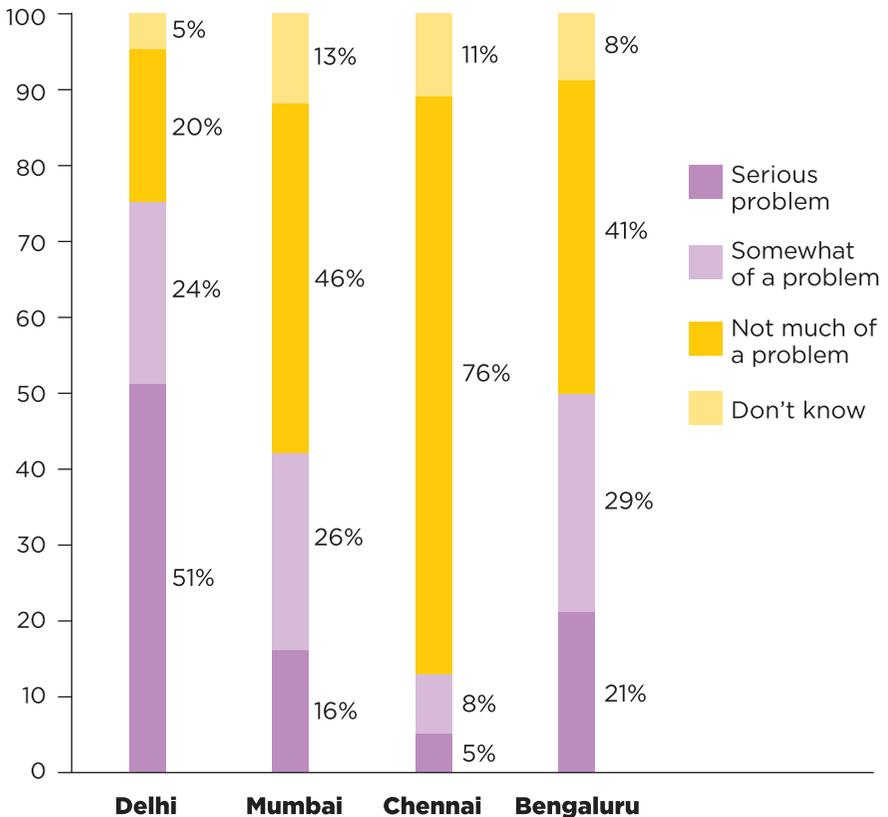

Delhi   **Mumbai**   **Chennai**   **Bengaluru**

What precautions do you take to stay safe?

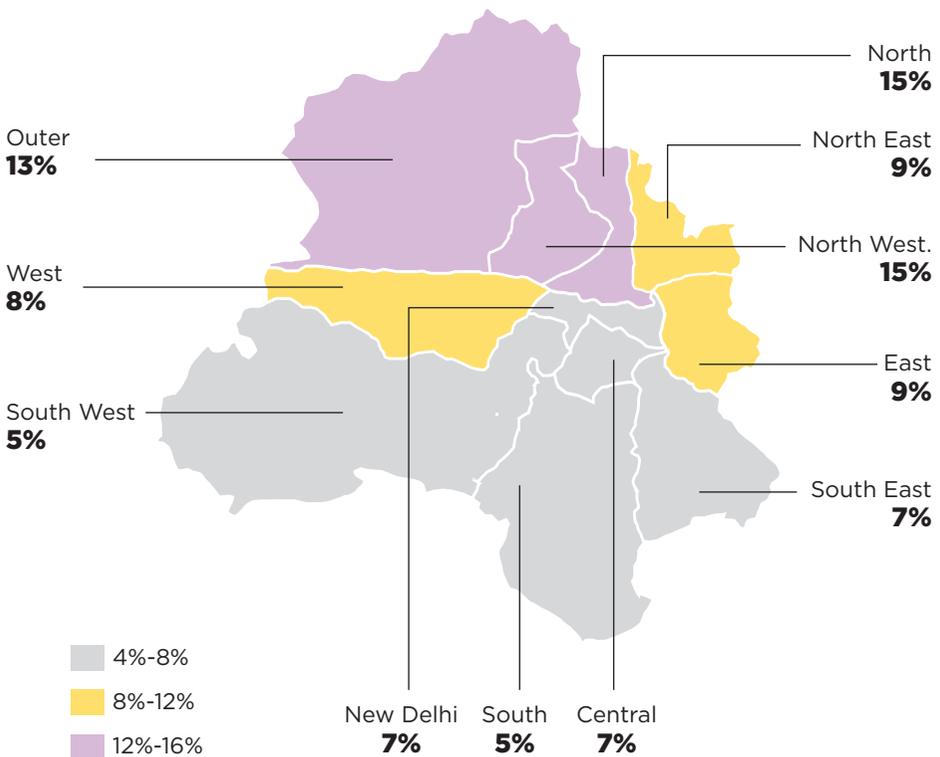|	Delhi	Mumbai	Chennai	Bengaluru
Avoid walking alone	51%	33%	60%	51%
Keep away personal stuff	47%	40%	39%	36%
Avoid walking at certain times	36%	26%	37%	28%

How serious is the problem of crime in your area?

Half the population in Delhi feels that crime is a serious problem in their area, whereas majority of the people in the other cities think it is not much/somewhat of a problem.

Legend:
- Serious problem
- Somewhat of a problem
- Not much of a problem
- Don't know

Delhi: 51%, 24%, 20%, 5%
Mumbai: 16%, 26%, 46%, 13%
Chennai: 5%, 8%, 76%, 11%
Bengaluru: 21%, 29%, 41%, 8%

Survey as a police management tool

Each data point is covered at the police zone level, which makes it useful for evidence-based reform. As an illustration, we present the distribution of victims of theft by police zone in Delhi.

North
15%

North East
9%

Outer
13%

North West.
15%

West
8%

East
9%

South West
5%

South East
7%

4%-8%

8%-12%

12%-16%

New Delhi
7%

South
5%

Central
7%

Note: Results presented for the sample

What did the SATARC survey ask respondents?

SATARC Survey asked respondents if they have been a victim of the following crimes:

I. Personal Crimes

1. Theft: Someone stole an item from you

2. Assault resulting in injury:

a. Grabbed/shoved/slapped/beaten

b. Attacked by rocks/bottles

c. Attacked with a gun/knife

d. Attacked with any other dangerous object

e. Attacked in any other way

3. Harassment: The section was gender neutral.

a. Followed till you were scared or uncomfortable

b. Sent unwanted messages through SMS/e-mail/social media/internet/telephone calls

c. Passed or made lewd or unwelcome comments, gestures or actions

d. Continuously stared at you in a lewd or threatening manner

e. Touched indecently/groped/pinched

f. Indecently exposed themselves to you

4. Criminal Intimidation: Someone threatened you in any of the following ways

a. Harm to you

b. Harm to your family member

c. Damage to and/or seizure of property

d. Other

II. Household Crimes

5. House Break-in

a. Forced open a door or window

b. Manipulated a lock

c. Entered through an open door or window

d. Used force or threatened to use force against you or any other household member

e. Other

6. Unnatural Death

a. Member of household was murdered

b. Member of your household died in an accident

7. Missing Person

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