



LESSONS IN MANNERS: Founder director of Ecole Solitaire Mr Minocher Patel and commissioner and additional director general of police Dr Pasricha address a press conference announcing etiquette training for policemen at the Police Headquarters, Colaba on Saturday. A photograph by Gajanan Dudhalkar

Friendly cops: Policemen to get training in etiquette

BY OUR CORRESPONDENT

Mumbai, Oct. 6: The next time you enter the police station to file a complain, don't be surprised if a well groomed officer greets you with a chirpy, "Good Morning!" and courteously offers you a hand to shake.

In fact, thank Mr Minocher Patel, founder director of Ecole Solitaire, who offered to groom our not-so-friendly police officers.

The Maharashtra State Police Department, in an attempt to polish the sharp edges of its officers, roped in Mr Patel to conduct an

etiquette training programme at the Maharashtra Police Training Academy, Nashik.

The "Etiquette Training Programme" is a four-day training camp where officers will be groomed to face the public with the much needed friendly attitude.

The idea first mushroomed at Pune when Director of the Maharashtra Police Training Centre, Mr K.K. Kashyap, approached Mr Patel for a training programme. A hundred-and-forty odd officers from Pune, went to Nashik for the training. Mr Patel polished their non-existent inter-

personal, conversational and management skills. The programme was a tremendous success and the positive feedback from officers of the Pune Police Department, encouraged the Maharashtra State Police Department to embark on a similar training programme.

About hundred-and-fifty sub-inspectors from all around Maharashtra are participating in this programme. "The main idea is to educate officers to be more people-friendly. We receive a lot of complaints from the public regarding the behaviour of police

■ Turn to Page 11

THE ASIAN AGE 7 OCTOBER 2001

Friendly cops

■ Continued from Page 9

officers and constables, when dealing with them. So keeping this in mind, we designed this Etiquette Training Programme," says Mr Omprakash Bali, Additional Director General Police, Training and Special Units, Maharashtra.

The "Etiquette Training Programme" is also going to be part of the re-orientation courses that are held regular intervals for senior officials. The programme will include a list of self development skills such as time management, interpersonal relations, body language, public speaking, conversational skills and even personal grooming and hygiene.

Mr Patel, who has worked with the Pune officials says: "These officers work under very tough conditions. They deal with criminals on a daily basis and this reflects on their behaviour towards the general public. The officers too realise their mistake and are willing to change themselves. We are trying to provide them with a chance." There might be talks of including such a programme at the initial training level so the new recruits are well-groomed right from the beginning. With the police department taking an active step to refine itself, it is time other government departments enrol for such programmes.