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3861

OFFICE OF THE  
INSPECTOR GENERAL OF POLICE  
PONDICHERRY.

Dated: 7.2.1991

STANDING ORDER No. 33/91

Sub: Behaviour of Police Personnel towards  
the members of the Public - Reg.

The members of the Police Commission of Pondicherry have been meeting a number of political leaders, labour union leaders, members of welfare associations, representatives from trading community, Govt. officials, respectables etc.

All of them felt that:-

- a. The behaviour of policemen in general lacks courtesy and good manners;
- b. The policemen are rude
- c. The policemen beat up people even on very flimsy grounds in public which is insulting;
- d. The public members are not offered seats in police stations/police offices;
- e. They are not addressed respectfully;
- f. They are treated like accused when they go to complaint about something;
- g. The policemen seem to be more than friendly with the accused persons giving a feeling that a common man is unlikely to get justice in the PS.;
- h. Backward classes and members of Sch. castes are treated badly and in differently;
- i. The traffic policemen are found lethargic on the road;
- j. The policemen themselves are found committing traffic offences, standing near arrack shops, get drunk in uniform, etc.;
- k. Do not enforce legal provisions;
- l. Take sides with politicians;
- m. The policemen demand stationary for conducting inquests etc.;
- n. The policemen are corrupt and normally don't do any work without bribe;

- o. Policemen demand transport for carrying dead bodies and for investigation of cases;

Not all policemen behave badly not all are discourteous, not all are rude etc. The behaviour of a few of them and the experience of a few members of the public when discussed becomes a general feeling among the public and brings down the image of the police in the eyes, of public. Police is a service department and requires to perform a difficult role. People expect many qualities in a policemen like highly intelligent, well-behaved, courteous, stern, kind, strict, disciplined, helpful etc. So many qualities are not expected from any other govt. servant. The public expect the police to be available to them round-the-clock with a smiling face ready to do whatever is requested. Though it may not be possible to help everybody and convince everybody, there is nothing wrong in improving our behaviour towards the public. All of us are educated and come from a good background. All of us have received the requisite training and have the basic common sense. All that one requires to do is to treat the members of public whether in a police stations or in an office or in the road with some courtesy and kind words.

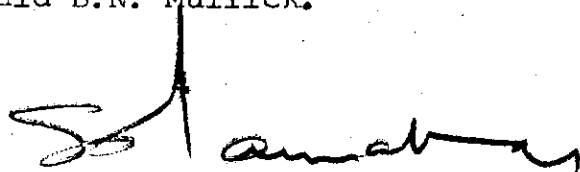
By giving respect and regard to the people, even a very unpleasant job would become less unpleasant and hurt the people less. For Example;

- i) A person coming with a complaint of a non-cognizable nature could be politely told that it is not within the purview of the police to take action on his complaint and that he should seek redress in a court of law. The complaint could be reduced in writing in the form available in the police stations and a copy of the same given after obtaining his signature;
- ii) some kind words, helpful attitude, expression of sympathy etc. can soothen the sorrow of persons in cases of murder, kidnapping, burglary, dacoity, robbery etc.
- iii) taking immediate action on reports like in a case of kidnapping, sending messages to neighbouring police stations, enquiring from hospitals, informing CRB, getting the photograph for publication in newspapers, printing of handbills, taking action to televise the hoptograph, sending men to check up from suspected places etc. would satisfy the complainant that genuine efforts are being made to help trace the kidnapped person.

- iv. offering a seat and addressing respectfully cost anything to us but would improve our image in the eyes of public;
- v. traffic policemen on duty outside a school could stop traffic and allow children to cross the road. This will earn a lot of goodwill for the department;
- vi. helping an old man to cross the road, helping a handicapped person to cross the road, forming queues in bus stops etc. will improve our image;
- vii. Even while booking a person under the PP Act and MV Act, there is no need to be rude or aggressive. One could always handover a chalan to a person with a thank you.
- viii. Traffic policemen or even other policemen on the road could guide public members about their observing traffic rules and regulations, particularly keeping to the left of the road, walking on the pavement etc. The combined efforts of all ranks in this regard would help the department in the long run.

It is hoped that the positive role of policemen in the eyes of public will change the opinion of the people about the department from a negative one at present to a positive one in future.

" An ideal policemen must be an ideal citizen from every point of view. He must be on the side of good everywhere and at all times. But, to do good the policemen must himself be good. To be able to induce others to obey the laws of the society, he must obey them first", said B.N. Mullick.



(S. RAMAKRISHNAN)  
INSPECTOR GENERAL OF POLICE  
PONDICHERRY

To  
All SPs/Inspectors/SHOs/Incharge OPs/  
SAO/JAO/OS(E)/OS(A)/OS(D)

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SSP(C&I)/SSP(L&O)