New Technologies and Training of Chandigarh Police

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Abstract

Rapid societal changes, technological advancements, and rising crime rates had resulted in increasing complexity of governmental tasks, particularly within law enforcement. Police are facing challenges, as crime becomes more sophisticated and organized. The role of police is evolving, demanding latest knowledge, physical stamina, mental alertness, and professional skills to address societal issues effectively. The significance of updating police training programs to include new concepts and technologies is felt since long. The paper examines the training of Chandigarh police personnel, specifically focusing on their preparedness to tackle new forms of crime and the use of technology. It is argued that inadequate training limits police officers' ability to utilize new technologies effectively, and highlights the need for sustained training to improve overall law enforcement efficiency.

Keywords: Policing, Training, New Technologies, law enforcement

Rapidly increasing political consciousness among the people, their rising expectations and accelerating rate of change in our society has resulted in an increase in the complexity and variety of the tasks and responsibilities undertaken by the Government. The technological explosion has raised standards of living, increased the life span and speed of communications, thus led to problems of social and economic adjustment. This situation coupled with the increasing size and complexity of the administration calls for a new type of administration. Experience shows that with passage of time, the frequency of crime including sophisticated and violent is increasing. Developments in the field of science and technology, the growth of crime syndicates in the larger cities, particularly the metropolitan areas, and the general level of sophistication will make crime more complex and organized in the years to come.

The police have undoubtedly a difficult role, to perform in the most provocative and demanding circumstances. It demands their knowledge of law and police science, their physical stamina, mental alertness and professional skill. This new role requires the development of proper attitudes, ability to anticipate, analyse and take decisions to meet difficult situations which likely to disturb peace in the community. The policeman, as the most visible symbol of the authority of the State, must act as a responsible public official. It follows that it is necessary to induct new concepts into police training programmes, and to provide training material, which may make police officers aware of the problems of the society.

Training can be seen as a vehicle of change. It should not only change the particular individual who is being trained but also those who come in contact with him. The attitudes of those who have gone through a training process should undergo a change so that when they go back to the field their behaviour will make an impact on the behaviour of others. Thus, Training will, act as a catalytic agent, the total impact of which, in course of time, will affect the entire organisation. Training efforts will have to be sustained to achieve this desirable objective.

In this backdrop, the research paper attempts to study the training of Chandigarh police personnel to address existing challenges of metropolitan area and new genre of crime. It has been argued that lack of training for police personnel leads to inadequate use of new technologies. The paper is presented in three sections, discussing the training of Chandigarh Police personnel and subsequent training for the usage of new technologies. Section I discusses the concept of training, whereas Section II describes the process of training in Chandigarh Police. Finally, Section III summarizes the major findings and gives some suggestions to make police force more efficient and effective in using new technologies.

I.   Research Methodology

Both primary and secondary data has been used. The secondary data have been collected from various books, government reports, academic journals and internet. For primary data, Chandigarh has been selected. A sample of 250 respondents has been

selected including Inspectors, Sub-Inspectors and Assistant Sub-Inspectors from 16 Police Stations of Chandigarh Police. Formal and informal interview have been conducted to key officials of Chandigarh Police (i.e. I.G.P, S.S.P, D.S.P, and S.H.O). The data has been analysed by using simple percentage method.

Section I
Training

Training is essential aspect of human resource management. In policing, training and training intervention attains added importance as it keeps police force in state of readiness, to face daunting challenges of policing in general and that of democratic policing in particular. It has been observed that lack of proactive human resource management usually leads to failure in achieving the aims and objective of an organization, including police. To implement effective training programmes, the leadership must devise comprehensive training intervention programmes, to ensure that all objectives and charter of duties are successfully completed. As an eminent security expert has rightly maintained that training programmes are a basic feature of all Police forces' organizational approach; training is used not only to induct new officers and ranks into the profession, but as a strategy of reform in cases when a force is not up to the expected standard of professionalism[1]. Gore Committee Report on Police Training[2] put forth that if police training does not get the necessary bias for science and technology today; then after twenty years, people may find themselves saddled with a large body of policemen who cannot cope with the demands of the times.

Training helps mould and shape the entrants to internalise the organisational skills and character and helps them to adapt to new environments. Edwin B. Flippo defines training as; "the act of increasing the knowledge and skill of an employee for doing a particular job". Training helps build integrity and morale in public servants by developing the requisite mental attitudes to issues of personal and public conduct[3]. The capacity of the

police to go beyond their individual economic and social background, to become aware, thinking, humanitarian and sensitive to weaker sections, can be inculcated by continuing capacity building measures.[4] Training intervention with democratic inputs such as respect for human rights, citizen rights, gender sensitivity, dialogue, persuasion, and minimum use of force can usher in the sea-change in the way policing is done in a democratic society[5].

Gore Committee Report on Police Training[6] "Training is a conscious effort to impart, improve or increase knowledge and skills and to develop attitudes and values of an individual in a desired direction. It is thus, a process of developing a person's effectiveness through carefully selected methods by competent trainers in a suitable learning climate. It should be directed not only towards preparing him for the efficient and effective performance of his duties in the assigned job, but also towards developing his capacity for greater responsibilities and where appropriate, fitting him for other duties".

According to S.L Goel training is, "an action process by which capabilities of the personal can be improved to meet the organisational needs in terms of their knowledge, skills and attitudes required in performing organisational tasks and functions within relatively short period of time"[7].

Avasthi and Maheshwari says that training "is a well articulated effort to provide for and increased competence in the public services, by imparting professional knowledge, broader vision, and correct patterns of behaviour, habits and attitudes, it is or should be, a continuous process in response to a continuously felt need"[8].

Most central police organisations in the country have established their own training institutions, which organise not only basic training

[1] Gopal K.N. Chowdhary (2012**), The Indian Police Journal,** April - June, Vol. LIX, No. 2, April – June.

[2] **The Gore Committee Report on Police Training**, Ministry of Home Affairs, Government of India.

[3] Mohit Bhattacharya (2007), "**New Horizons of Public Administration**", Jawahar Publishers & Distributors, New Delhi, p. 348.

[4] Administrative Reforms Commission, "**Fifth Report on Public Order"**, arc.gov.in/5th%20REPORT.pdf accessed on 1st January 2017.

[5] Editorial by Gopal K.N. Chowdhary (2012), "**The Indian Police Journal",** April-June, Vol. LIX, No. 2, p. 3.

[6] **The Gore Committee Report on Police Training**, Ministry of Home Affairs, Government of India.

[7] M Laxmikanth (2009), "**Public Administration**", Tata McGraw Hill Publishing Company Limited, New Delhi, p. 315.

[8] Avasthi and Maheshwari (2005), "**Public Administration**", Lakshmi Narain Agarwal, Agra, p. 460.

for their officers but also specialised courses. There are three Central Detective Training Schools under the Bureau of Police Research and Development, which organise special courses to train investigating officers in advanced scientific methods of investigating crimes. The National Institute of Criminology and Forensic Science under the Ministry of Home Affairs, Government of India runs training courses not only for police and forensic science personnel, but also for officers from other agencies of the criminal justice system. In addition, most of the states have established their own police training colleges or academies that impart training to directly recruited Sub-Inspectors and Deputy Superintendents of Police and training schools for the training of constabulary. The training courses organised by police training institutions are mainly of four types; namely; basic induction level courses for fresh recruits; pre-promotion in-service courses for those about to be promoted; refresher courses; and specialised courses. Further, the training of Chandigarh Police has been discussed in next section.

Section II
Training of Chandigarh Police

Chandigarh is a planned city where literacy rate is high, people are more aware about the uses of technology, media is proactive and police claims to be one of the modern police systems in India. In spite of this, crime rate is growing at rapid pace and maintaining law and order is becoming a challenge for the police. In this backdrop, finding out the manner in which training is helping the policing is much needed. Keeping in view the above facts Chandigarh is identified as the study area. Chandigarh Police is divided into three divisions Central (Sector - 3, 11, 17), South (Sector - 31, 34, 36, 39) and East Division (Sector-19, 26, Industrial Area, Manimajra) comprising of eleven Police Stations.

Chandigarh Police provides good training to its employees in different training centres. The present Recruit Training Centre, Sector 26, Chandigarh established in May 2000 imparts basic training to newly recruited constables, in service training courses and trainees of promotion courses. The revised Basic Training Course for recruit constables has been introduced which is based on the syllabus by Bureau of Police Research & Development, New Delhi. It is being supervised by SSP/Ops and Training, UT, Chandigarh. The revised syllabus has several special features aiming at providing skills to meet the contemporary challenges likely to be faced by a Constable

working in a cosmopolitan set up like Chandigarh. The Basic Training Course aims to inculcate professionalism, discipline, physical fitness and all-round personality development amongst the recruits. Basic training is divided in two semesters and imparts training in Outdoor and Indoor activities. During the outdoor activities, the skills of mob control, volley fire, squad drill, physical therapy (PT) for physical fitness and stout built, unarmed combat (UAC) exercises and handling of various types of weapons is imparted. During the Indoor classes the knowledge of various amended laws including Indian Penal Code, Criminal Procedure Code, Indian Evidence Act, Local & Special Laws, Community Policing, Criminology, Punjab Police Rules, Administration & Organization, Technical and Scientific Aid in Investigation, Medical jurisprudence, Disaster Management, RT Procedure and Basic Computer Science is being imparted. Some of the special features of the revised basic training course include:

➢ Police station attachment to ensure practical exposure to police station level functions.
➢ Guest lectures and interaction session with external resource persons/experts.
➢ Specialized modules on contemporary issues like human rights, gender sensitization and media relation.
➢ Compulsory exposure to computers.
➢ Film shows both recreational and professional.
➢ Study tours to important establishments/institutions such as Courts, Hospitals, Finger Print Bureau, Police Academy Phillaur, Central Forensic Science Laboratory and Central Detective Training School.
➢ Compulsory motor driving
➢ Meditation, yoga and inner personality conflict management.
➢ Regular and systematic feedback from trainees enables fine tuned and responsive training schedule.

RTC is facilitated with a computer laboratory consisting of 40 computers, modern library consisting of 1100 books on different subjects, hygienic and freshly prepared food facilities, canteen, gymnasium, outdoor and indoor recreational facilities with games and sports etc. are provided regularly. Further sincere efforts are made by the administration to get Recruit Training Centre approved from Government of India for betterment of the training system. The respondents were feeling privileged to avail such opportunities.

Till date 14 batches[9] consisting of 1277 constables have undergone rigorous basic training, 3 batches consisting of 55 constables (Wireless Operators) have also been imparted. It is a matter of great honour to mention here that 1st Batch of Upper & Intermediate School comprising of 50/50 trainees (for promotion from ASI to Sub Inspector) and Intermediate School Course (For promotion from Head Constable to ASI) successfully completed on 19.01.2010. Till date 6 batches of Upper School Course consisting of 195 ASIs and 4 batches of Intermediate School Course consisting of 254 Head Constables have undergone above promotion courses. Due to this effort Chandigarh Police saved a huge of amount which was being paid to other states for training. For development of personality and communication skills, 29 Constables from different units of Chandigarh Police have undergone an English Speaking course which was conducted in the Centre from 13.05.2013 to 31.05.2013.

During the period 1.4.2012 to 31.03.2013, a total of 853 persons – Internship Course for MA-II (Police Administration) Panjab University, 02 days' Workshop on Police Ethics and Community Policing, 02 days Course for Inspectors/SHOs on Investigation & Management of Police Station, Human Right, Counselling and Gender Sensitization, Investigation and Police Station Management, Scientific Aid on Investigation and Interrogation Techniques, 02 days' workshop on Gender Justice and Equality, 02 days' workshop on Anti-Money Laundering and 30 days Refresher Course for Home Guard Volunteers - were imparted training in the Recruit Training Centre. Besides, 122 newly recruited constables passed out from RTC, Chandigarh. For 96 police personnel, promotional Upper and Intermediate School Course (33 + 63) were conducted in the RTC.

One batch of 30 police personnel of Chandigarh Police successfully completed three weeks English Speaking Course which was conducted from 13.05.2013 to 31.05.2013 in the Centre. The course was conducted at Chandigarh Institute of Hotel Management and as per information available the guest faculty of this college was engaged in teaching classes[10].

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[9] http://chandigarhpolice.gov.in/police-training.html accessed on 26th May 2014.
[10] "**Nigehbaan: A Quarterly Newsletter**", April-June 2013, by Chandigarh Police available at http://chandigarhpolice.nic.in/pdf/newsletter/april-june-2013.pdf accessed on 03rd January 2015

Discussions revealed good training centre and curriculum at the Training Centre. In spite of this 96.8 per cent respondents said that no doubt initial training is good but afterwards training to use new technologies is not up to the mark as only 15 days training is provided (Table No. 1). A new approach was adopted in the recent training wherein a careful analysis of law and their respective parts being frequently used in the last 10 years in Chandigarh Police was done and a basic stress was that apart from basic definition of law of the important sections of law being often used should be on the tips of the constables.

Table No. 1 Training to Chandigarh Police		
	Frequency	Per cent
Yes	242	96.8
No	5	2.0
No Response	3	1.2
Total	250	100.0

Source: Primary data

Interviews reveal that experts from various specialized fields e.g. forensic science laboratories, Panjab University, senior police officers, prominent officers/representatives of the society are invited as resource person to whet the knowledge of trainees and to improve their professional skills. Special workshops/modules on various topics like sensitization of human rights, custodial violence, cyber-crime, bank fraud, ATM card offences, DNA profiling, HIV/AIDS and latest amendment in law are also conducted from time to time for all ranks up to the Inspector in the training centre.

II (a) Training for Usage of New Technologies in Chandigarh Police

From the above discussion it is clear the Chandigarh Police is providing good training to its employees. It has been found that though the initial training is good; afterwards or subsequent training to address new genre of crime is inadequate. Chandigarh Police have taken many steps towards strengthening its infrastructure, human resources and management of traffic. In order to keep pace with the growing needs of the city and with the passage of time Chandigarh Police have equipped itself with a number of new technologically advanced gadgets. The city witnesses frequent protests and demonstrations, where thousands of people converge on the city. The large influx of mob has call for the requirement of some anti-riot vehicle

which can handle such situations. Economic offences are increasing in Chandigarh in comparison to other crimes which require some special technologies to prevent and detect. Cyber-crime has emerged as a threat to personal life of almost everyone and it gave birth to new genre of crime. To manage such situations Chandigarh Police have come up well with the adoption of new technologies in various fields.

➢ Cyber Crime Unit has been established in the city to deal with crime related to computers, offline and online both. Cyber-unit is working to its potential and ensures easy and speedy work. All police stations are computerised.

➢ Computers have reduced the paper load and time of the personnel in doing routine work. Chandigarh Police is moving ahead in e-governance stage. Chandigarh Police has launched its own website that provides information on everything including FIRs, missing vehicles and criminals, contact information of police personnel, tool free numbers etc. With having its own website Chandigarh Police has gone one step ahead to provide quality service.

➢ GPS has brought down the response time of police control room vans in reaching crime spots and monitors vehicles movement from the police headquarters. Chandigarh has become the third city in the country after Delhi and Mumbai to acquire this system.

➢ CCTV ensures transparency in working and making a corruption free force. CCTV cameras have been installed in all police stations of Chandigarh. For better monitoring of police functions, these cameras have been connected with the computers of Senior Officers at Police Headquarters.

➢ To regulate traffic high tech gadgets like alco-sensor, flashers have been used by Chandigarh Police.

Therefore it can be summed up that Chandigarh Police has done a tremendous work in application and use of new technologies in its day to day operation to turn efficiency and effectiveness of services into reality.

Interviews with the respondents revealed that they are provided only fifteen days training for its usage. They opine that the time period was very less as some of the trainees were not exposed to computers. They could not learn usage of computers in stipulated time period. They opined that the person who has knowledge of computers can still learn to work on it; however technicalities of various technologies are not grabbed within this short span of time period. They also pointed out that only two hours are provided from their daily routine duty for this training; they feel burdened due to this as their routine work is suffered. Thus suggested that if only 15 days are allotted then it should not be clubbed with the daily duty; they should have duty leave for this period so that they can attend training period and learn its usage effectively.

Table No. 2 Satisfaction with 15 Days Training Period		
	Frequency	Per cent
Very Satisfied	80	32
Somewhat Satisfied	48	19.2
Neither Satisfied Nor Unsatisfied	5	2
Somewhat Unsatisfied	70	28
Very Unsatisfied	47	18.8
Total	250	100.0

Source: Primary data

Around 32 per cent of them were very satisfied and opined that the training period is good (Table No. 2). 19.2 per cent respondents were somewhat satisfied with training, whereas 2 per cent were neither satisfied nor unsatisfied. However the number increased as 28 and 18.8 per cent were somewhat unsatisfied and very unsatisfied respectively. The chart is presented in figure No. 1.

Figure No. 1
Satisfaction with 15 Days Training Period

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied Nor Unsatisfied
- Somewhat Unsatisfied
- Very Unsatisfied
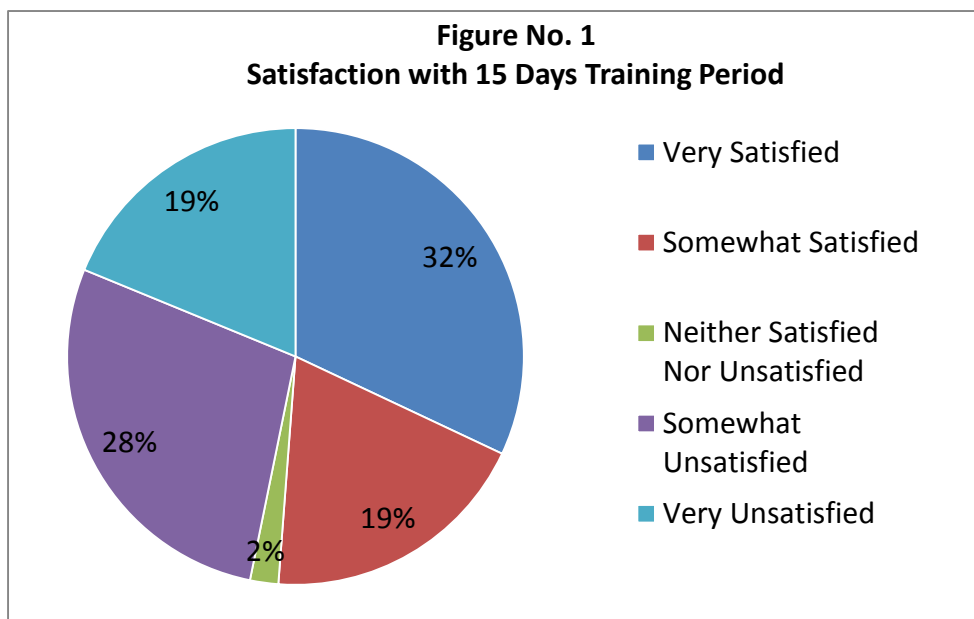
Additionally, it has been found that personnel want (shown in Table No. 3) minimum one month training with duty leave for usage of technologies in day to day working. An interesting fact came to light that persons that are in between the age group of 51-60 years said that they cannot learn usage of new technologies now.

Table No. 3 Satisfactory Training Period		
	Frequency	Per cent
0- 1 month	20	8.0
1-2 months	46	18.4
more than 3 months	47	18.8
Can't learn now	50	20.0
Regular	20	8.0
Total	183	73.2
No Response	67	26.8
Total	250	100.0

Source: Primary data

It has been found that out of a total of 250 respondents, only 39 were post graduates i.e. 15.6 per cent and 43 respondents (17.2 per cent) were graduates; thus shows the low level of educational qualification in Chandigarh Police (Table No. 4). 69 employees were matric and 99 of them were 12th pass; thus it can be said that the person with these education qualification are high in number in the police strength. And it has been a known fact that these employees face difficulty to use English language. They themselves revealed that technologies with English language are difficult for them to deal with.

Table No. 4 Educational Qualification of Police Personnel		
Educational Qualification	Frequency	Per cent
10th	69	27.6
10+2	99	39.9

Graduation	43	17.2
Post-Graduation	39	15.6
Total	250	100

Source: Primary Data

Another interesting fact that came into notice while interviewing the police personnel is that about the knowledge of computers. The century has marked its beginning into e-governance and that is done through computers itself; so now a day's knowledge of computers is very important. One may have computers in the organisations but if employees are unable to operate that it will lead to inefficiency in the organisation. Data shows that out of a total of 250 respondents (Table No. 5) 48 per cent employees know how to operate or use computers, followed by 46 per cent respondents who are not able to work on computers and 6 percent with no response. It is clear that only half of the police personnel know usage of computers and rest find it difficult to work on it. While answering the query of the researcher the higher official said that every employee knows the usage of computers as they have been imparted training; but they are reluctant to use it as if they say they do not know then computer related work will not be assigned to them, they opined that it will increase their workload. Whereas interviews with employee revealed that it is very difficult to learn computers in such a short span of time as only fifteen days training is provided to them and that too in addition to daily routine work. Thus they are not able to concentrate on the training.

Table No. 5 Computer Knowledge of Police Personnel		
	Frequency	**Per cent**
Yes	120	48
No	115	46
No Response	15	6
Total	250	100

Source: Primary Data

The reasons behind the issues related to its adoption are many. A large number of respondents (89 per cent) reveal that the usage of new technologies has increased their burden instead of decreasing it. They said that they were already over-burdened with work and adoption of technologies has increased this burden manifold. While giving an example one of the police officers told that earlier they had to write their movements only on the Daily Dairy but now the same has to be put on computer also. Thus, resulted in duplication of work and increased work burden. The police officers however are reluctant in the usage of these new technologies. It has been found that 22.8 per cent of the respondents strongly agree that they face difficulty in using the new technology, followed by 41.6 per cent who somewhat agree to this (Table No. 6). 3.2 per cent respondents neither agree nor disagree on this query; whereas 21.2 and 11.2 per cent somewhat disagreed and strongly disagreed to this. The frequency distribution has been shown in Figure No. 2. Interviews with 51-60 years age group respondents reveal that the reason behind non interest in learning technology is education and language (66.4 per cent). They opine that as now they are at retirement age government should not invest in them. Employees of this age group cannot learn computers within 15 days' time period so the organisation should give them work that they are expert in doing and whatever work being done from last one or two decades. Subsequently, the young employees (31-40 age group) find it interesting and easy to use new technology like computers. However, at the same time they do feel that language is the main barrier in effectively doing their work, reveals 65 percent of police personnel.

Table No. 6 Difficulty to Use of New Technology		
	Frequency	Per cent
Strongly Agree	57	22.8

Somewhat Agree	104	41.6
Neither Agree nor Disagree	8	3.2
Somewhat Disagree	53	21.2
Strongly Disagree	28	11.2
Total	250	100.0

Source: Primary data

Figure 2
Difficulty in Usage of New Technology
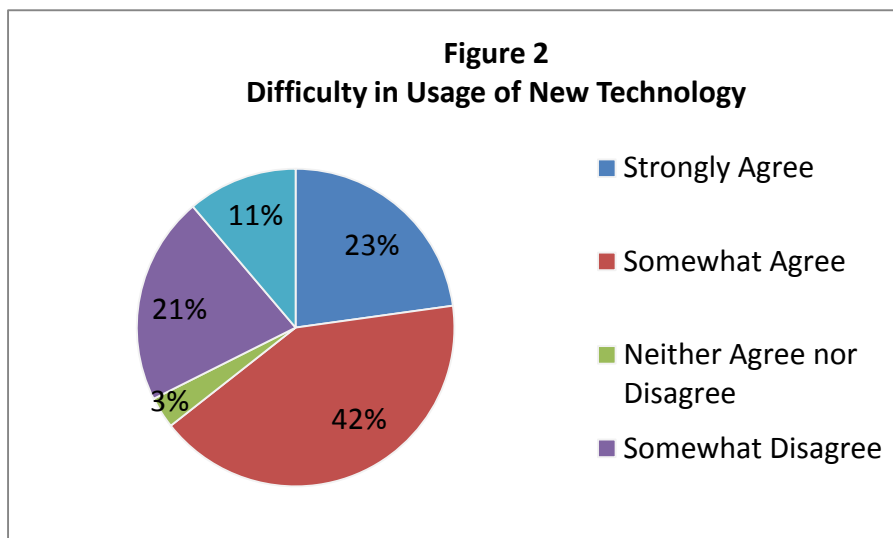
It has been revealed by police personnel that educational qualification is an important aspect which hinders use of technologically advanced gadgets. 48 per cent respondents strongly agree whereas 18 per cent somewhat agree to this. Only 4 per cent strongly disagree and 17 per cent neither agree nor disagree to this query (Table No. 7 & Figure No. 3). Some of the graduate police personnel opine that they do not feel it difficult to operate computers and enter data on it. They find it easy to work on it as it saves time and give accurate information in less time. Employees with lower education find it difficult to learn computers as it works in English language. All internet, facebook, whats app facility, i-click kiosk are operated in English language and it is becoming a major hindrance to the employees. Employees in age group between 51-60 years do not want to learn new technologically advances gadgets due to a number of reasons. Thus, it can be concluded that their exist number of issues in the adoption of new technologies for Chandigarh Police personnel. Language barrier makes it difficult for the police personnel to do effective policing and execute a variety of law enforcement functions.
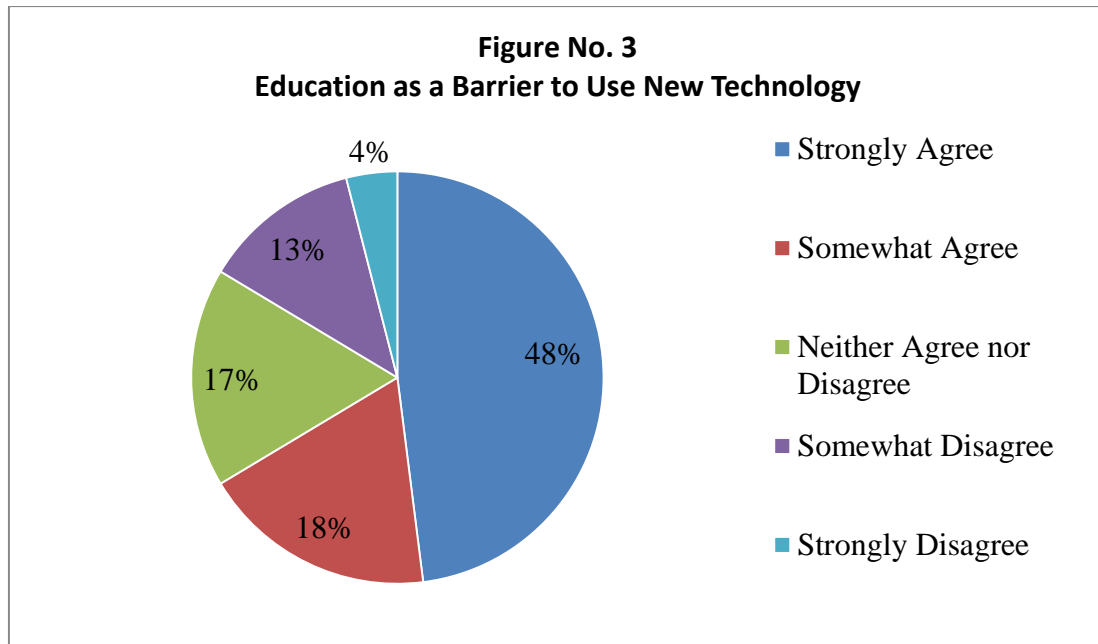
Table No. 7 Education as a Barrier to Use New Technology		
	Frequency	Per cent
Strongly Agree	120	48
Somewhat Agree	46	18.4
Neither Agree nor Disagree	43	17.2
Somewhat Disagree	31	12.4

| Strongly Disagree | 10 | 4 |
| Total | 250 | 100.0 |

Source: Primary Data

Figure No. 3
Education as a Barrier to Use New Technology

The researcher found out from the experience that language is a barrier and it is also hindering the technology usage. Table No. 8 describes that 43.6 and 22.8 per cent respondents strongly and somewhat agree to the language barrier. 17 per cent neither agree nor disagree whereas 13 and 2.8 per cent somewhat agree and strongly agree to this respectively.

Table No. 8
Language as a Barrier to Use of New Technology

	Frequency	Per cent
Strongly Agree	109	43.6
Somewhat Agree	57	22.8
Neither Agree nor Disagree	43	17.2
Somewhat Disagree	34	13.6
Strongly Disagree	7	2.8
Total	250	100.0

Source: Primary Data

Hence, summarised that the no doubt new technologies has been brought in the police, but it will take some time for their adoption.

Section III
Major Findings and Suggestions

Chandigarh Police responded well to technological needs and developed a technologically driven atmosphere in the city beautiful. A number of vehicles replacing the old one including two and four wheelers, new gadgets for more accurate results including Alco-sensors, digital cameras and weapons were added to police gallery. Experience shows that usage of technologies is directly or indirectly interrelated with education. Employees who are less educated or trained to use technologies faced difficulties in its adoption and use. It is quite easy to acquire technologies and new gadgets to make work easy but it is quite difficult to make others to adopt these without their willingness to use in their work. Chandigarh police has acquired many gadgets but to use those gadgets to its full capacity is difficult task. It requires trained minds or specialists to use those technologies as other may face difficulties in using without any experience. The researcher has experienced similar situation while interviewing the police officers in the police stations.

The total capacity of all training institutions is only about 50 per cent of the current training demands. The types of courses run do not cover the wide variety of training that should be given to the hierarchical organisation. Further, forensic science laboratory aid is available to the police through 4 Central Forensic Science Laboratories set up by the Central Government at New Delhi, Calcutta, Hyderabad and Chandigarh and 15 State Forensic Science Laboratories. Police officers thought they were doing a fine job if they responded quickly to calls for service and investigated crimes thoroughly. Today's police departments have given themselves a much larger and more important mission: working with their communities to solve crime problems, and in so doing, actually preventing crimes from being committed, and reducing crime rates. Hence, it can be concluded that the training to use new technologies is inadequate.

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