

NR 66 GR 600 (5P)



No. T5/40630/PHQ/2020

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Dated: 06/06/2021

Circular No. 17/2021

Sub: Welfare of Police Officials – Centre for Employee Enhancement and Development [CEED] Project – Guidelines - Reg.

Read: 1) PHQ Advisory No.20/2021 dtd 10/05/2021.
2) Letter No.66/Camp/2021/TC dtd. 27/05/2021 of DPC Thrissur City.

Attention is invited to the subject & references above.

02. DPCs are instructed to start one Centre for Employee Enhancement and Development (CEED) in their respective districts. The CEED shall function with two CPOs/ one CPO with one Ministerial staff, as an initiative of an 24 x7 helpline service for the personnel deployed in Covid-19 duties, to take care of the welfare of Covid positive Police Officials, and their families and other welfare measures as mentioned in this circular as has been done by DPC Thrissur city. This has to be done immediately. The CEED shall be provided with two exclusive telephone numbers, and a WhatsApp number to contact, in case of any need, especially with respect to masks, protective gears, sanitizes etc.

03. **The CEED shall be given the following tasks:**

- Contact at least 50 men/women officials every day and enquire about their health and welfare.
- Contact all the Covid positive policemen/women every day and ensure their wellbeing. Do interventions when extra care is necessary.
- Contact their family members, to ensure whether their testing was done, and provide assistance during their quarantine period.
- DPC shall call at least 5 Covid positive/quarantined men/women on a daily basis and enquire about their welfare.
- This shall create an interface for men on duty, to directly call for any urgent requirement related to supply of food, masks, sanitizers, protective gears etc.

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04. Apart from this, the CEED shall have the following objectives:-

1. The Police Personnel in the district, of any rank can contact the CEED 24x7, for finding solutions to the problems with regard to the duties, health, personal and even the family related issues.
2. To provide individualized support for all the Police officers of the district, who are in crisis or experiencing a particular personal or professional problem can approach the CEED directly.
3. To function as a point of service to inform any kind of stress faced by a Police Official, Colleague or his/her family member.
4. To maintain contact with each and every Police Official in the district and establish healthy, discipline based professional relationship.
5. Design and devise sustainable welfare initiatives for the District Police and submit reports to the District Police Chief.
6. Provide peer support and coaching programs to the police officers for handling a particular type of job related issues in order to boost the morale and better relationship within the workforce.

05. ADMINISTRATION

The Administration of CEED shall be completely under the control of District Police Chief. The District Police Chief will monitor the day to day activities of the CEED, and issue necessary instructions as and when required. Addl. SP/CP will assist the DPC.

06. INFRASTRUCTURE

The office of the CEED shall be set up at the District Police Office or at any suitable police building. A separate counseling room shall also be made available to this office for maintaining secrecy when providing counseling and one-to-one interaction.

Tables, Chairs, Telephone, Internet facilities and computers should be made available in the office. Sufficient seating arrangements should be provided.

07. COMMUNICATION

- Any Police Personnel working in the District, irrespective of their ranks, can approach the CEED 24x7 basis.
- Police Personnel can call or message to the WhatsApp number.
- An email address of the CEED is to be created. TSR City has created an email id
- Police Personnel can submit their grievances through Telephone, WhatsApp, Email or a simply designed google sheet.

- All the information (Petitions, grievances, reports etc.) received at CEED will be maintained as TOP SECRET (Privacy has to be protected).
- SMS will be sent to the Police Personnel on registration of his/her grievance. Another SMS will be delivered from the CEED after completing the action.
- Action Taken information will be delivered from the CEED to the concerned Police Personnel within 48 hours.

08. FRONT - END APPLICATION:

A simply designed google website is available to the Police Personnel attached to CEED. The duty personnel in CEED will enter the details of petitions/ requests received in CEED through telephone, email and WhatsApp or any other means as received from the Police Personnel.

The grievances / requests received in the CEED should be disposed of within 48 hours. The DPC/ CPO staff should submit appropriate reports as and when they receive requests from the CEED. The duty personnel at CEED will follow up the service related matters diligently with the Administrative Assistant of DPO/CPO concerned.

All the events that are registered in the CEED, their disposal, etc. will be monitored and analysed by the District Police Chief.

09. APPOINTMENT OF POLICE PERSONNEL IN CEED.

CEED will be working on 24 x 7 basis. The Police Personnel will be appointed in this unit considering their educational qualifications (preferably in Psychology), skill and experiences in similar fields. Sufficient training is given to the duty personnel by psychological experts.

10. THE PERSONNEL MUST HAVE SOME ADDITIONAL QUALITIES:

- Have a broad understanding and knowledge of the police organization and administration of the District Police System.
- Innate ability to present the things and good communication capacity to speak to other individuals.
- Have excellent and effective verbal communication skills and interpersonal skills.
- Skill in written communication to submit the reports.
- Possess good soft counselling skills to provide peer support.
- Be able to create and deliver interesting and informative soft skills training programmes.
- Should possess basic IT skills including the use of Microsoft Office tools.

11. **EMPLOYEE HELPLINE**

The CEED will be a holistic solution to provide assistance to the Police Personnel of all ranks in the district relating to their duties and DPO related service matters (Eg. Salary, Pension, Seniority, Leave, Income Tax etc.) and also will function as a Grievance Redressal Centre for handling their stress and ensure their physical & mental wellbeing during and after pandemic.

12. **COUNSELLING TO THE POLICE OFFICERS.**

The CEED will conduct district level counselling sessions to the Officers who are in need of psychological support and counseling for their betterment in Official duties as well as personal lives.

Professional counselling services will also be provided to the Police Officers either by police officers who have an inclination to help and have been trained in counseling or by a professional counsellor. Family Therapy and group therapy will also be incorporated in the counseling sessions.

13. **PEER SUPPORT PROGRAMME**

The Peer Support programme is that offers assistance and appropriate support resources to Officers when personal or professional problems negatively affect their work/ performance/family/self. Such discussions and exchange of ideas will be kept confidential.

14. **TIME MANAGEMENT AND SOFT-SKILL DEVELOPMENT**

The CEED will create incentives to promote Police Officials' mental health. These incentives could include voluntary stress management courses while off duty, participating in an exercise programme or in stress-reduction activities such as Yoga, Meditation and other relaxation techniques.

15. **EMPLOYEE ASSISTANCE PROGRAM**

Employee assistance programmes as employment-based services whose purpose is to assist individuals experiencing personal problems, by both assessing the nature of their difficulties and making referrals to appropriate helping resources. These programmes operate within the context of work environments and are subsequently influenced by their positions within the organizational structure Employee Assistance Program (EAP) that will help employees and their family members/significant others deal with personal, behavioural problems.

16. **PURPOSE**

The mission of the Employee Assistance Program Unit (EAP) is to assist Police department personnel and their families in overcoming problems that are affecting their professional and/or personal life. The EAP Unit provides peer counselling and support services by making assessments and providing referral services. The services are confidential and tailored to address the needs of the individual. Also, because personal or family issues may eventually affect the performance of an employee, both employees and their families may use the services provided by EAP to help resolve these issues. In order to provide services as an external resource Unit in the department need to establish a partnership with outside counseling centres other providers. All services provided by EAP and by outside providers need to be confidential.

17. All DPCs are instructed to implement the above programme cum scheme forthwith within next 15 days. Range DIG will supervise this. Shri. Aadithya. R, IPS, DPC Thrissur City, who has introduced this in his district, can be consulted also.

Mr. 6.6.2021
Loknath Behera IPS
Director General of Police &
State Police Chief, Kerala

Distribution:-

All Officers in List A & B.

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THI 1758
08/06/2021