

POLICE



KERALA

DEPARTMENT

No.C3-24220/2014/PHQ

Police Headquarters,  
Thiruvananthapuram  
Dated. 10-09-2014

Circular No.6/14

Sub : Behaviour of Police Personnel to the Public-Instructions issued - reg.  
Ref : PHQ Executive Directives No.17/2002, 03/2004, 10/2009 and Section 29 of Kerala Police Act 2011.

Several Circulars and Directives were issued with regard to the behaviour of police towards general public. As per section 29 of KP Act 2011 courteous behaviour towards public is specifically emphasized. The relevant portions are reproduced below.

*Behaviour of Police Officers.-*

- (1) All Police officers on duty, in their dealings with the public, shall exhibit courtesy, propriety and compassion appropriate to the occasion and use polite and decent language.*
- (2) The police officers shall not use force against anybody or threaten that force be used or take any adverse police action or legal action unless it is necessary to carry out any lawful purpose.*
- (3) The police officers shall exhibit special sympathy in their dealings with the victims of crimes and give due consideration to the special needs of women, children, senior citizens and the differently abled.*
- (4) The police officer shall give up unnecessary show of aggression and avoid intemperate behaviour even on provocation.*
- (5) The police officer shall not misbehave or use indecent language to anyone in their care or custody.*
- (6) The police officer shall ensure themselves that they appear in public place in good physical grooming and are not in a sloppy or unclean or untidy state, unless the same was caused by the diligent performance of any duty at that time.*

Despite all the above instructions and democratic policing initiatives like Janamaithri Policing, Student Police Cadet and consequential training programmes it has been noticed that the behaviour of several Police Personnel and Officers are not courteous and polite. The image of police is damaged by such behaviour despite the excellent records in Crime Investigation and Law Enforcement. Under the circumstances it is hereby instructed that police officers and personnel shall keep good behavioural standards giving no room for complaint. Any lapse in this regard will be viewed seriously. Supervisory officers shall ensure that their subordinates are not misbehaving towards public. Any divergent behaviour should be brought to the notice of superior officers and dealt with stringent action.

To : All Officers in List 'B'

