

efficiencyeffort Gurgaon cops line up for time lessons

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GURGAON POLICEMEN, who often complain that they are being stretched, can now be able to better plan their days, thanks to a workshop that's teaching them time-management skills.

Twenty-six officers — from station house officers and additional station house officers to junior officers, are taking part in the workshop designed by the Business Process Industry Association of India (BPIAI).

BPIAI represents BPO, or business process outsourcing, companies and call centres in India, primarily in Delhi and the National Capital Region.

Gurgaon police commissioner Mohinder Lal said the workshop was part of efforts by BPIAI to make a stretched police force more efficient.

"The idea was to have a training that understood how an SHO goes about his day. To understand this, we went to various police stations and spoke to the SHOs about their day as well as work demands. Based on their inputs, we designed the training module," said Alok Narain, vice-president, Employee Development Group at Quatrro. Narain conducted the workshop.

The Gurgaon police agree. "The outcome will definitely be positive. We expect more such programmes at regular intervals and



STRETCHED AND LEARNING

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follow-up sessions to take stock of things at our end," said Sumit Kuhar, assistant commissioner of police (east).

Sam Chopra, BPIAI president, said "it is a small step towards an ambitious pan-India initiative BPIAI wishes to undertake. Based on the success of these sessions, BPIAI plans to have a nationwide rollout of several similar public-private participation initiatives."

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