

MODERNIZATION OF FRONT DESK PROJECT (FDP) TRAINING CURRICULUM FOR PUNJAB POLICE

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Abstract

Front Desk Project (FDP) was initiated by the Punjab government to bridge the gap between police and public in 2015. Punjab police was facing too much complains and lack of confidence from public as a friendly service oriented organization. FDP was aimed to bring educated people in police station to deal with the complainants by using latest technology to make it easier to lodge a complaint and First Information Report (FIR). Previously Police manage their records manually but after initiation of FDP, everything was computerized and easy to follow up a case in short period of time. A training program of FDP was devised to train the front desk officers who deal with public. It was initially designed as forty days training based on computer typing skills and law at police training centers. This program consisted of basics of Law, typing skills and motivational lectures. This paper aims to identify the short comings in the training program i.e. traditional curriculum which doesn't match with the job requirement, which requires software training, physiological, behavioral, ethical trainings and also requires practical exposure. Moreover, exploring the opportunities to propose a system for the transformation of traditional FDP curriculum composed of state-of-the-art training methods. The proposed FDP curriculum has a capacity to enhance capabilities and real time experience for the trainees. This would also help trainers to automate the course and be helpful in police working and management.

Keywords: Front Desk Curriculum, Training, Management, Modernization of Curriculum

1. INTRODUCTION

The rising in numbers of crimes and dissatisfaction of the public with police[1], forced the authorities to incorporate the automatic technological solution to enhanced police availability, accelerated processes and continuous monitoring[2]. The establishment of front desk was aim that winning over public trust and satisfaction through urgent and timely redressal of public grievances. This project is the foundation stone for the future vision of paper less policing. In 2015, Front desk project was introduced by Ex-Prime Minister (Pakistan) Nawaz Sharif. Software System is based on client/server and relational database technology [3].

Previously the failure of manual complaints management system was arbitrarily undermining the policing and

public service. This front desk setup in the police stations for the convenience of the public and these are equipped with the required infrastructure. The pre and post working of Complaint Management System is defined in figure 1 and 2 respectively. Civilian staff as station assistant is working for the convenience of the people. They immediately reports complaints through a centralize system. This complaint is process and the reply is given on the email address of the complainants. The complainants are handed over the electronics receipts .A pleasant environment to the complainants is provided at the police station so that they could lodge their complaints without any fear and hesitation [4].

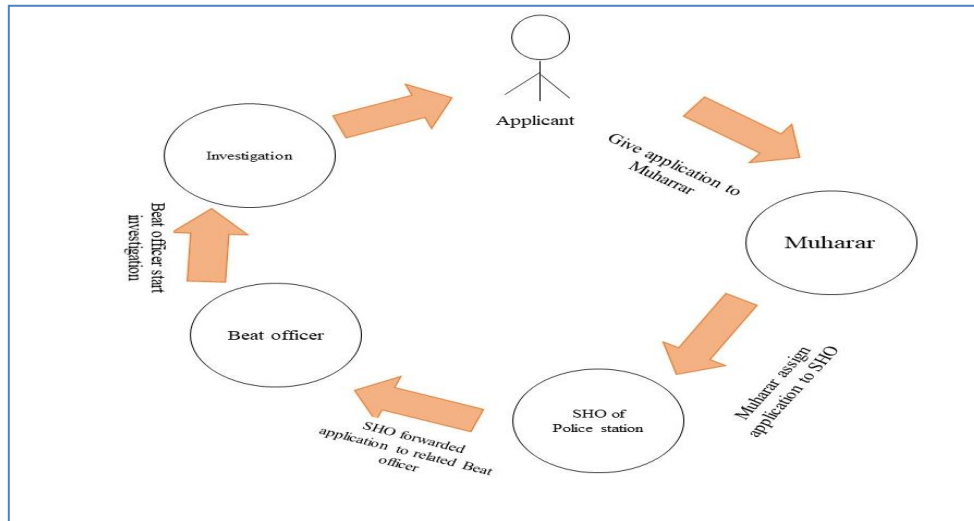


Figure 1: Pre Front desk Project Working in Police Station

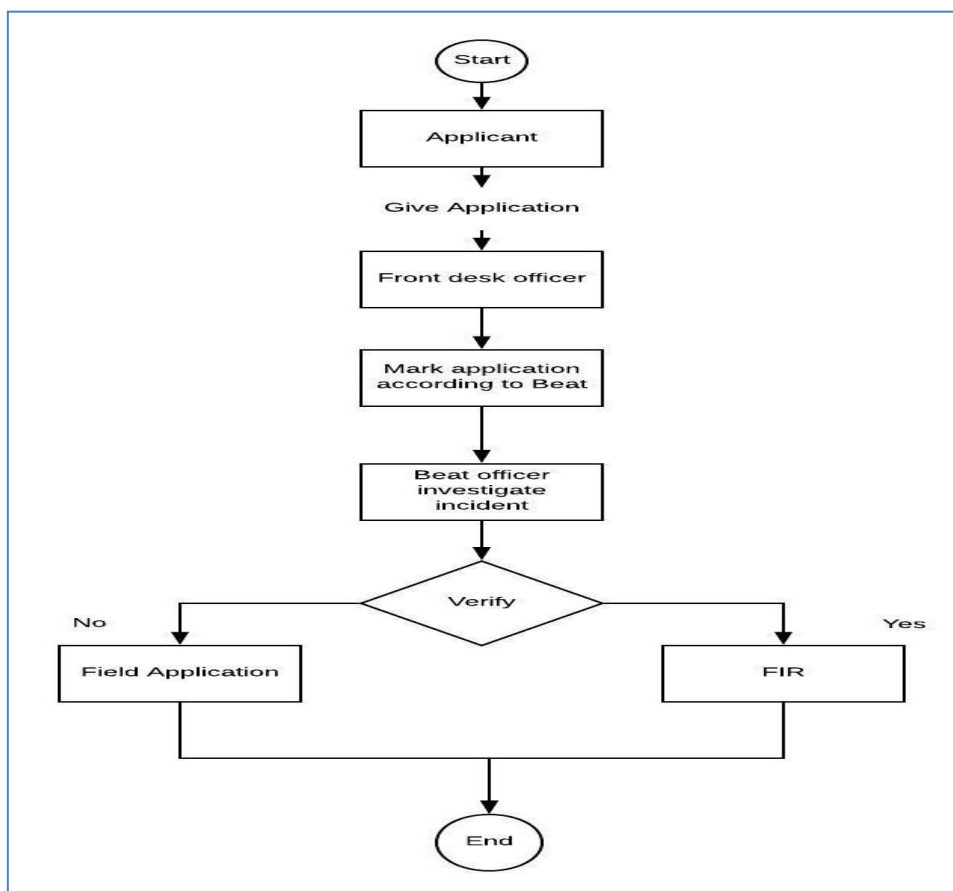


Figure 2: Post Front desk Project Working in Police Station

The establishment of front desk is the manifestation of public service delivery and to improve police image in the eyes of public at large. This projects aims to provide equal access and dignity to all visitors irrespective of their social status, caste and creed. An access which is easy, immediate and direct with respect. The breakup [5] of exiting Front Desks established at police stations in Punjab is shown in Figure 3.

District	Front Desks	District	Front Desks
Lahore	74	Srgodha	08
Sheikhupura	06	Muzaffar Garh	02
Gujranwala	21	Rahim yar khan	10
Sahiwal	03	Bahawalpur	05
Faisalabad	24	Multan	15
Rawalpindi	18	DG Khan	02

Figure 3: Breakup of Exiting Front Desks in Punjab

When a complainants comes to a police station for registration of FIR (FIRST Information Report), the front desk officer enters the application in the software specially designed for the purpose. Each application is marked with a unique number and forwarded to related beat officer. After verification of the application, Front desk officer register the FIR. The complainants are informed through return email or message. Then the FIR is sent to the concerned officer for investigation. The details may be seen in figure 4. Even the senior officers could monitor the working of police stations while sitting in their offices.

For FDP young male and female officers were recruited and trained at Police Training Centres. That was a crash course programme for forty days based on traditional curriculum. This Research Paper aims at devising a comprehensive curriculum for FDP which covers modern requirements and on job work experience. This proposed curriculum is inclusive of modern concepts and state-of-the-Art techniques being followed by the first world.

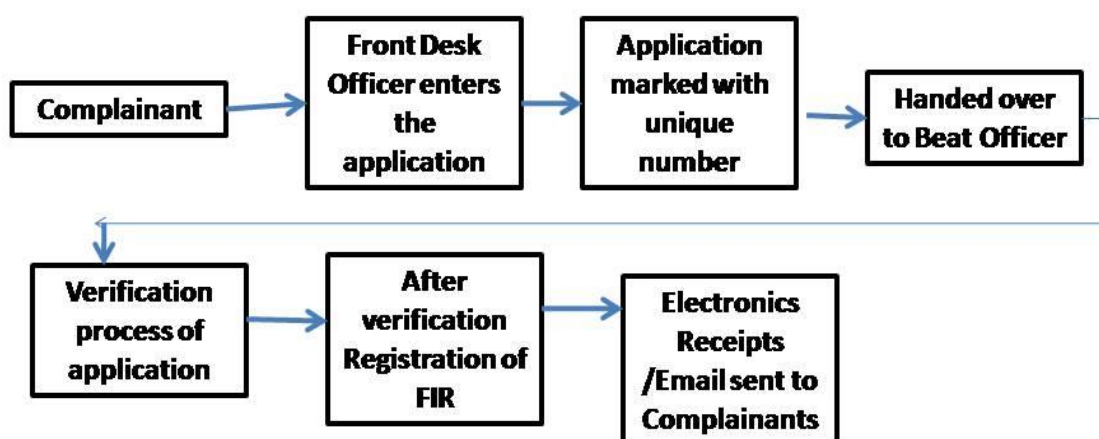


Figure 4: Flow of FIR Registration

The rest of the paper is organized as follows: following the Introduction section, we present the related work. The Front Desk Training Curriculum is discussed and some shortcomings are identified .In the Contribution section we devise a Modernize Training Curriculum of Front Desk Project and proposed some suggestions for its improvement. Finally, we present the conclusion of this research work.

2. RELATED WORK

Modern concepts and technologies are being incorporated all over the world. Hassel free and paper less policing is hall mark of the developed world countries like India [6] and UAE are also using latest gadgets and technologies to make their police public friendly and efficient. Police have been reformed and trained to cope up with the challenges of this age. Modern training techniques are being adopted for police reformation. FDP training manual was just an orientation programme and lacked the real time experience. When we compare the training manual of Punjab police with India and UAE we may find certain short comings. Indian and UAE police training is based on real time experience, firsthand knowledge and expertise in IT solutions. The main objective of this system is to promote public interest as well as balancing the law. The other countries like United States provide the facilities for crime management which has enhanced their performance **Hata! Başvuru kaynağı bulunamadı.** Muramatsu et al. in [8] created a system for crime investigation. The system is very helpful for investigators to identify the criminal records. E-computerized Operations [9] of Police Services paper about interactive system of people and police. People could express their concerns about crime, the possibilities of crime in their area and the police could take part in its area of jurisdiction.

3. FRONT DESK TRAINING CURRICULUM

Front Desk Officers were recruited as a civilian work force in the police station [10] aimed to help the visitors through IT solution and complaint management system. These young officers were trained in Police Training College Lahore.

The main objectives of the Training Program were enabling the trainees to deal the visitors with courtesy, Comprehend the Laws and procedures, IT awareness and to improve the Typing Skills.

The Training Manual(TM) was comprised of the following subjects which are shown in Table 1:

Sr.no	Timings\Days	Course Title	Topics
01	9:00am -4:00pm Monday-Friday	Motivational Therapy	<ul style="list-style-type: none">• Attitudinal changes• Ethics Values• Motivational lectures
02	9:00am -4:00pm Monday-Friday	Police rules and Law	<ul style="list-style-type: none">• PPC (Pakistan penal Code)• CrPC (Code of Criminal procedure)• Local and Special Laws• Police Order 2002• Method of FIR• Method of Challan
03	9:00am -4:00pm Monday-Friday	Computer Typing Program	<ul style="list-style-type: none">• Typing Speed
04	9:00am -4:00pm Monday-Friday	Software Training	<ul style="list-style-type: none">• Public Dealing• Basic Software Training

Table 1: Traditional Training Manual

The Training Program was comprised of 40 days, at the end an examination held in which the criteria to pass the exam was to secure 50% marks.

4. SHORTCOMINGS IN THE TRAINING CURRICULUM

During the course of practical implementation of the program many shortcomings [12] like ,practical exposure, on job training, specified training according to the job description, Psychological Training, Public Dealing, Physical Training were observed in Training Program. Moreover, the whole training program lacked Summative and Formative Assessment system which is a key of every successful training program in the modern world.

It was also observed that the complete training program was based on traditional passing methodology. A proper grading system was missing in the whole training curriculum. This old dated examination system was not helpful in healthy competition among trainees and their career growth as 51% and 99% were equal.

5. MODERNIZATION OF FRONT DESK PROJECT TRAINING CURRICULUM

While studying the Training Manual of the FDP and with an effort to analyze it in the international[13] police training perspective, it was felt to develop a Model Training Manual (MTM).MTM is a guide book for a trainers on conducting training programs for civilian police staff working on a FDP. The aim of MTM is to provide the best training, empowerment and capacity building for the trainees in addressing the issues of complaint management and police record management in all its dimensions. This should help in increasing the capacity of the Front Desk Officers in attending to their duties with the high degree of professionalism and motivation. This would facilitate them to ensure complaint management with clarity, surety and certainty. Moreover sensitize them to undertake the required steps in ensuring the best care and attention to the visitors.

A Comprehensive Training Model on modern line is proposed in Table 3. The Training Program will be comprised of 90 days in which five modules have been devised. Every module consists of relevant subjects, specific credit hours and total weightage of numbers accordingly. Moreover, every trainee will be assessed at end of the each module and have to pass the exam at the end of training programme. However if someone fails in any subject of module, he could reappear in that subject with subsequent module's exams. The grades will be awarded to the trainees and further growth in career would depend upon the grade in the training programme. The criteria to pass the exam will be to secure 55% marks and below 55% will be failed. The Grading Criteria is shown in Table 2.

Letter Grade	Percentage	Grade Point Average	Grade
A+	95 - 100	4.00	Excellent
A	90 - 94	4.00	
A-	86 - 89	3.67	Very Good
B+	83 - 85	3.33	
B	80 - 82	3.00	
B-	76 - 79	2.67	Good
C+	73 - 75	2.33	
C	70 - 72	2.00	PASS
C-	65 - 69	1.67	Marginal
D	60 - 64	1.33	
D-	55 - 59	1.00	Weak

Table 2: Grading Criteria

The Transcript and Certificate will be issued after completion of the training programme which may be seen in Figures 5 and 6 respectively. This grading system would encourage a healthy competition among the trainees and result in a motivated and devoted workforce for the department.

Module 1:

Sr.No	Course Code	Course Title	Hours	Marks	Weightage%
1	PS101	Attitudinal Change	30	50	15%
2	PS102	Motivational therapy through guests speakers	20	50	
3	PS103	Motivational tools and Techniques	15	50	
4	PS104	Stress Management	15	50	

Module 2:

Sr.No	Course Code	Course Title	Hours	Marks	Weightage%
1	PS201	Legal and Procedural issues at Police Station	30	50	25%
2	PS202	General Laws (crPC,PPC)	20	50	
3	PS203	Local and Special Laws	15	50	
4	PS204	Police Order 2002	15	50	
5	PS205	Police Rules	20	50	

Module 3:

Sr.No	Course Code	Course Title	Hours	Marks	Weightage%
1	PS301	Role of Front Desk Officer	30	50	15%
2	PS302	Public Dealing	20	50	
3	PS303	Physical Training	15	50	
4	PS304	First Aid	15	50	

Module 4:


Sr.No	Course Code	Course Title	Hours	Marks	Weightage%
1	PS401	• Computer Typing Program	30	50	20%
2	PS402	• Software Training	20	50	
3	PS403	• Monitoring and Evaluation	20	50	

Module 5:

Sr.No	Course Code	Course Title	Hours	Marks	Weightage%
1	PS501	• Practical on Job Training at Police Station Level	30	50	25%
2	PS502	• Practical on Job Training at District Police Level(DPO)	20	50	
3	PS503	• Practical on Job Training at IT Department of Police Station	20	50	


Table 3: Modernization of Front Desk Project Training Curriculum

The FDP is focused on strengthening Police Public Relation and response against the crime and criminals. By following the above mentioned Training Model of Front Desk Officials will be able to handle the complaints management and police station record management system efficiently with zeal to serve the fellow human beings [13]. This Manual is an effort to devise the Training Curriculum for the trainees to make them enable to use their potential fully.



Station Assistant Training Result

(Institute by Punjab Police)
<https://punjabpolice.gov.pk/>



ID Name: S201827
 Employ Name: Ali Raza
 Father Name: Raza Ahmed
 Post Name: SSA

Course ID	Module1	Cr.hr	Grade	G.P
PS501	Attitudinal change	4	A	4.00
PS502	Motivational therapy	3	A	4.00
PS503	Motivational tools and techniques	3	B+	3.33
PS504	Stress management	3	B	3.00

Course ID	Module1	Cr.hr	Grade	G.P
PS601	Legal and procedural issues at PS	4	A	4.00
PS602	PPSC/CRPC	3	A-	3.67
PS603	Police order	3	A	4.00
PS604	Police rules	3	B+	3.33

Course ID	Module1	Cr.hr	Grade	G.P
PS801	Computer typing	4	B+	3.33
PS802	Software training	3	A	4.00
PS803	Monitoring and evaluation	3	B	3.00

Course ID	Module1	Cr.hr	Grade	G.P
PS801	Practical on job training at PS	4	B+	3.33
PS802	Practical on job training at DPO	3	A	4.00
PS803	Practical on job training at	3	B	3.00

Course ID	Module1	Cr.hr	Grade	G.P
PS701	Role of FD officer	4	A	4.00
PS702	Public dealing	3	A+	4.00
PS703	Physical training	3	B	3.00
PS704	First aid	3	B	3.00

Credit hours earned: 59 Credit hours for GPA: 59 CGPA: 3.69

Sign of Controller: _____ Head of Department: _____

Figure 6: Model Transcript

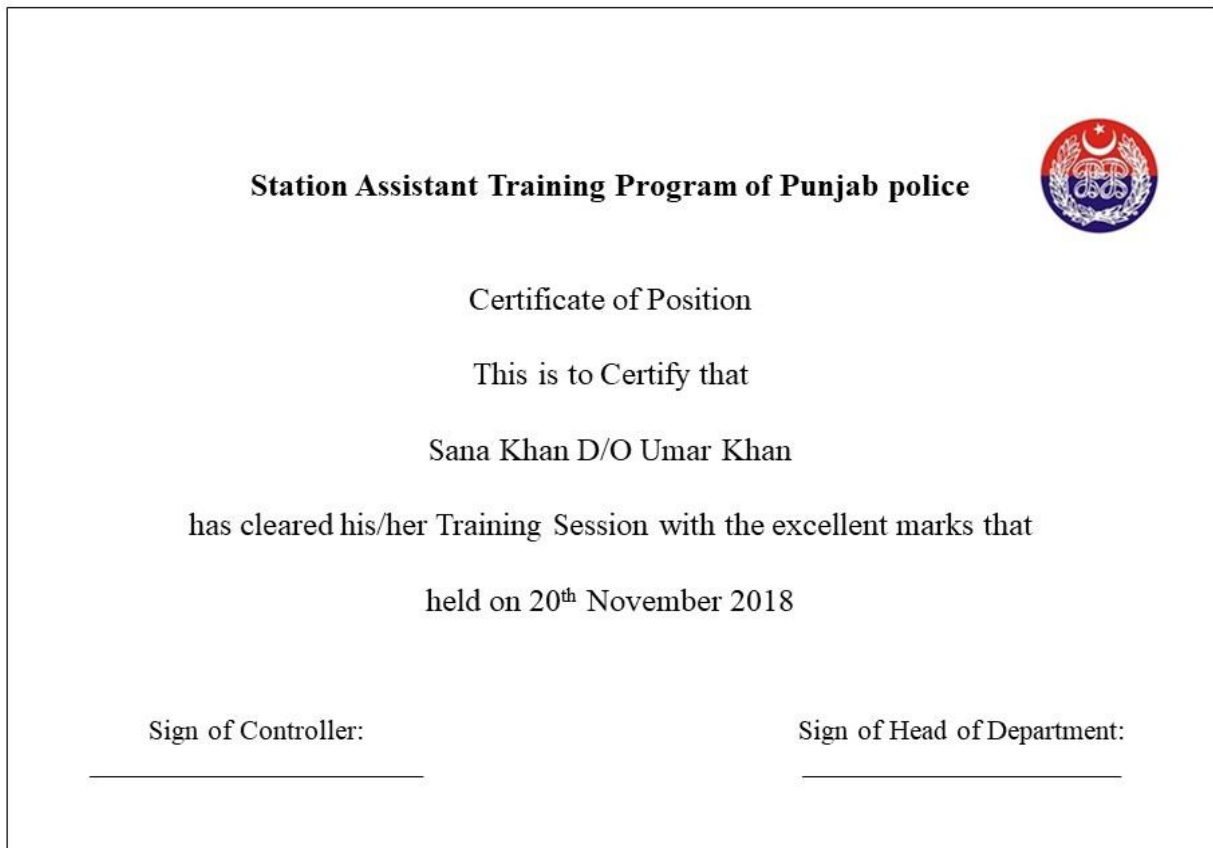


Figure 7: Model Certificate

5.1 Dynamics Course Code Development

The following points will serve as guidelines to develop three digit codes:

- First two letters should be alphabets i.e. For Police Station “PS”
- Followed by three-digit number i.e. 101
- A course code should be written as PS101
- First digit denotes the level of module and last two digits denote the course number.

5.2 Learning Outcomes

The trained officers for front desk will have the ability to

- Handle and maintain the police station record effectively
- Deal with the visitors politely
- To lodge the complaints and FIRs efficiently and with hassle
- To be able to use software and modern gadgets proficiently
- To manage the workload and stress
- To abreast with police rules, laws and procedures
-

6. CONCLUSION

In this paper we have analyzed the FDP project. Its training curriculum and highlighted certain shortcomings. This project aimed to bring a change in police working and service delivery to the public. No doubt IT revolution has brought a sea change in every sphere of life and police is no exception. Police FDP is a step forward to win the trust of public and enhance police working simultaneously. However, its training programme didn't match the job requirement. IT was a crash programme with traditional police curriculum with no on job training. In the contribution portion we have suggested a comprehensive and state-of-the-art Training Curriculum [14] which not only matches the job requirements but also international standards.

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