

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:752
ANSWERED ON:27.11.2012
BSF PERSONNEL DEPLOYED AT BORDERS
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Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Government has conducted any study on Emotional Intelligence and Occupational Stress on the personnel of Border Security Force (BSF) deployed in the inhospitable border areas;
- (b) if so, the details thereof;
- (c) whether the Government proposes to provide better environment to them in view of the revelation made in the study; and
- (d) if so, the details thereof and other steps taken by the Government in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI R.P.N. SINGH)

(a) & (b): Yes Madam, a study on Emotional Intelligence and Occupational Stress was conducted jointly by Bureau of Police Research & Development (BPR&D) and Lok Nayak Jayaprakash Narayan National Institute V I of Criminology & Forensic Science(LNJNNICFS) alongwith certain experts, in the year 2005 to identify:

- (i) whether personnel working in different CAPF`s of the Union suffer from stress;
- (ii) Possible causes of stress;
- (iii) Availability of stress coping mechanisms in CAPFs
- (iv) Factors responsible for the extreme steps taken by personnel identified in the case studies;
- (v) Remedial measures to address the problem.

The study confirmed the existence of stress among the personnel of the CAPFs and identified certain general causes of stress, which include:

- (i) Deployment in difficult isolated areas under adverse climatic conditions;
- (ii) Long and strenuous duty hours;
- (iii) Excessive/uncertain mobility at a very short notice;
- (iv) Poor living and working conditions;
- (v) Prolonged separation from families;
- (vi) Education of children-disruption due to frequent movement/transfer;
- (vii) Financial crisis in the family due to maintenance of more than one establishment;
- (viii) lack of adequate promotional opportunities etc.

The study also made certain recommendations which help to manage and contain stress levels. These recommendations are broadly classified under the following heads:

- (i) Organizational:- There were 37 recommendations made under this head.
- (ii) Individual:- There were 8 recommendations under this head which include avoid isolation; take part in various activities; communicate with colleagues, family members and friends; keep away from alcohol and drugs; regular exercise and games; yoga meditation; self-education about the cause of stress and how to cope with them etc.

(iii) Governmental:- There were 3 recommendations made under this head.

(c) to (d): The Ministry of Home Affairs(MHA) have taken a number of steps/measures in this regard to reduce the hardship as also to boost the morale of CAPF personnel and reduce stress amongst them. The important measures taken in this regard are:

(i) Proper Rest and Relief Policy has been introduced in order to ensure adequate rest and relief to the Force personnel;

(ii) Provision of better communication facilities at places of deployment, particularly in remote areas so that Force personnel can remain in regular touch with their families and friends;

(iii) Implementation of rational and fair leave policy;

(iv) Regular interaction between Commander and Jawans is being ensured to reduce the stress level;

(v) Stress Management Capsule courses are regularly being conducted for the troops to mitigate their stress level;

(vi) Regular Yoga has been introduced in the CAPFs by qualified Yoga Instructors;

(vii) Redressal & Grievances Cells have been set up to sort out the problems serving personnel;

(viii) Development of adequate infrastructure on Border Out Posts(BOPs) for providing basic amenities to the troops and improve their living conditions;

(ix) Introduction of electronic gadgets and construction of roads, fence and flood lights to reduce physical and mental fatigue to the troops and enhance operational efficiency;

(x) Provision of recreational facilities introduction of Regimental and Community activities including Sports/Games, etc. at all levels to ensure maximum participation in order to reduce the stress levels;

(xi) Transparency in distribution of duties is ensured to prevent resentment and discontent amongst personnel;

(xii) Organizing talks by Doctors and other Specialists with the CAPFs Jawans to address their personnel/psychological concerns etc.

(xiii) Providing welfare measures like Central Police canteen facility to the troops and their families, scholarships to their wards, etc.

(xiv) Giving status of ex-CAPF personnel to the retired personnel of CAPF, which is expected to boost the morale of the existing CAPFs personnel and also expected to provide better identity, community recognition and thus higher esteem and pride in the society to the Ex-CAPF personnel.