

# SHISHTACHAR

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## INTRODUCTION

Good manners and etiquette lend confidence and charm to an officer's personality. They help smoothen the sharp edge of authority and ease the course of personal relations. The principles underlying the form and behavior suggested in the following pages are courtesy, politeness and consideration for others.

The issues covered are important to an officer's life, both during his/her probation and in the later stages of his/her career. A major part of Shistachar is of immediate relevance to life in the training institute.

Most of the prescriptions in this manual have their origins in western cultural practices. It is important to remember that manners and etiquette are culture specific. India with its rich cultural heritage offers a wide variety of cultural practices. It is, therefore, important to be sensitive to these variations and adapt one's responses according to the cultural traditions of the person or group of persons one is interacting with.

## CHAPTER-1

### GENERAL INSTRUCTIONS

#### CONDUCT RULES

It is desirable to clarify here that Officer Trainees are required to comply with Conduct Rules which are a set of instructions governing behavior of public servants not only while in office, but also in public in general. All Officer Trainees are required to strictly observe them. Officer Trainees should familiarize themselves with the Conduct Rules as early as possible. Some of the important aspects of good manners and etiquette are listed in the following paras.

Whenever educated men and women meet, it is expected that they interact in a manner which would sustain congenial atmosphere, suitable for smooth social and interpersonal relations.

Good manners, proper etiquette and friendly social behavior are the hallmark of a gentleman/lady officer. Officer-trainees coming from different parts of the country are quite familiar with regional customs and habits. It is felt that they should however, seek to develop a cosmopolitan outlook, poise and self-assurance from the early stage of their career.

Officers come in contact with their colleagues and staff; have a wide interaction with people from other government departments, trade, industry, and public at large. It is, therefore, essential that they practice the norms of good behavior.

#### GENERAL MANNERS

**Respect for Ladies & Seniors:** Always show respect to ladies and seniors by rising when they enter a room, giving precedence to them while availing any service and making them comfortable even at the cost of personal inconvenience.

“Please” and “Thank you” are the words which can never be over-used.

**Introduction:** A less important person is introduced to the more important one. Gentlemen are introduced to ladies, juniors to seniors and young person to old with the exception of VIPs to whom others are always introduced. “May I introduce...” or “Let me introduce Mr...” are the phrases generally used. It is customary that in a small gathering those who are new are always introduced. At social gatherings you should make sure to introduce your spouse if accompanied.

**Shaking Hands:** Shaking hands on being introduced is quite normal, but not with ladies unless they make the first move. Otherwise Namaste or an equivalent salutation is used. Hands should be shaken heartily and not with limp hands. Shaking hands with gloves on is a privilege which can be exercised only by ladies. Gentlemen rise when being introduced.

Correct reply to “How do you do?” is, “Pleased to meet you”, and “Not quite well: thank you”.

**Posture:** While walking in public, it is desirable to maintain an upright posture giving impression of a healthy mind inside a healthy body. While sitting also it is desirable to sit upright without leaning unduly. While sitting in an easy chair in a common place like Recreation Room or at other resting places, it is not desirable to stretch to an almost lying position. Similarly it is bad manners to balance chair on its hind legs either in the classroom, in office or at the dining table.

**Telephones:** Conversation on telephone should be as brief and to the point as possible. On answering a ring either name or the telephone number should be announced. The caller would identify himself before taking up the subject for which he rings up. Tone on telephone should always be pleasant. It should neither be very high nor very low just enough to be audible at the other end.

**Punctuality:** Always be punctual.

### **DRAWING ROOM MANNERS**

While entering the Recreation Room, if there is lady or a senior officer present appropriate greeting should be offered. When a lady or a senior officer/staff member enters the Recreation Room, it is only a matter of politeness and courtesy that officer trainee should stand and greet him/her.

Do not sit aloof but conduct some conversation, with your neighbor. There are a wide variety of general subjects, which would trigger and sustain conversation at a gathering of intelligent people. Controversial subjects which can lead to arguments and tempers running high should be avoided.

While you should converse in a pleasant manner without taking resort to loud and boisterous tone, it is desirable to talk in a language, which is intelligible to the whole party.

It is not correct to speak in public to one or two of the group in a language which others do not follow, particularly when it is possible to converse in a language which is understood by all. If however, there is some information which is not to be shared with all, it would be desirable to excuse yourself politely, and to take the person aside with whom the information is to be shared.

It is bad manner to speak disparagingly of others' language, customs, caste, creed, religion etc.

In order that others listen to you, you may give the opportunity of listening to them yourself. Interrupting others while they are speaking is also bad manners.

Do not boast of your attainments or connections even in passing. Dropping names is bad manners.

It is very tempting to discuss business whenever people from the same organization meet. At social meetings, where ladies and people not connected with telecommunication would also be present, you should keep business out of conversation as far as possible.

It is natural with the Officer Trainees to engage in conversation during short breaks between classes; but in no case should they raise their voice. It disturbs other classes.

Smoking: Smoking should be avoided in public places and in parties. Smoking is injurious to health. This not only harms the person smoking, but a great deal of harm is done to the others present –the passive smokers.

### **CONVERSATION**

Conversation should not be condescending in tone nor should one person monopolize it. It is bad manners to talk with hands in pockets or on hips or crossed in front of the chest.

If you have to withdraw from company say, "Excuse me" while doing so.

## CHAPTER - II

### ETIQUETTE IN THE INSTITUTE

#### DRESS AND ATTIRE REGULATIONS

1. All Officer Trainees should be properly dressed whether in class, outside the class, in the Officers' Mess, etc. The dress should be sober and not flamboyant or frivolous. Jeans, T-shirts, sneakers, tennis shoes and slippers should not be worn in class. During the winter season, gentlemen Officer Trainees are expected to wear a buttoned up coat / coat & necktie with leather shoes in the classrooms. Lady Officer Trainees should wear sari / salwar kameez / kurta- churidar pyjamas. Lady Officer Trainees may, however, wear sandals. Casual or frivolous attire shall not be worn. This code will also apply to other premises like the main Institute building, library, mess lounge, dining room etc.
2. On formal occasions, e.g. formal dinners, Independence and Republic Day celebrations, etc. gentlemen Officer Trainees should wear:
  - (a) Black or white Shervani and white churidars  
or
  - (b) Black or white Jodhpuri coat and black or white trousers  
or
  - (c) Dark lounge suit  
or
  - (d) Dark colored jacket and tie.Black shoes should be worn on such occasions.
3. Lady Officer Trainees should wear sarees of sober color.
4. **Identity cards will always be worn on all formal and informal functions and while attending classes.**

#### GENERAL BEHAVIOUR

5. Officer Trainees of both sexes are expected to treat each other politely and with due regard to decency. Interaction should be such that neither party is left with hurt or injured feelings. Consideration for the feelings of others should be a dominant concern. This would apply even more during external programs like the trek/ study tour. Conduct on these occasions should be such as to instill confidence and trust.

It is only natural that intelligent men and women have an opinion of their own. However courtesy demands that if you have to disagree, do so with politeness.

When dealing with subordinates, special care should be taken to ensure politeness. This is especially true in your dealings with room bearers and nonteaching staff of the Training Centre.

## CONDUCT IN CLASS

1. Officer Trainees should enter the classroom and take their allotted seats well before the time designated for the commencement of the lecture. Attendance will be noted according to the seating arrangement. The need for punctuality is equally applicable to Jogging / PT / Yoga classes. The doors of the lecture halls/class rooms will be closed immediately after the time fixed for the commencement of the session. Officer Trainees will not be admitted after the doors have been closed.
2. **Smoking is strictly prohibited inside classrooms, in the Library, office premises and Auditorium etc.**

During the period of training, a comprehensive syllabus of study in a variety of subjects has to be covered intensively. The course does not comprise of classroom instruction only. The entire range of activities at the Training Centre, including co-curricular activities, is integral parts of the course.

3. Officer Trainees are expected to be attentive, and conduct themselves with due regard to the feelings of the lecturer and fellow Officer Trainees. Questions addressed to faculty members / guest speakers should be clear, precise and polite. Please stand up when asking a question. Officer Trainees must remember that guest faculties are invited by the Training Institute. As such, they are honoured guests; they should not get the feeling that they are being treated rudely or indifferently.
4. Talking or whispering during a lecture not only disturbs the speakers but other Officer Trainees also. Remain silent during lectures, if only as a matter of courtesy to the speakers.
5. The posture adopted while sitting in the classroom is extremely important. One should sit with the back upright, without slouching in the chair, either to the front or to the back. One's arms should not be crossed behind one's head while sitting. This is extremely impolite.
6. While applauding guest speakers, thumping on the table should be avoided. This is bad manners. One should clap with one's hands.
7. When classes are taken by a guest lecturer, Officer Trainees are expected to remain standing after the lecture concludes till the guest leaves the class.

## CONDUCT IN HOSTELS

1. Officer Trainees are expected to behave decorously in the hostels at all times. Shouting, loud music, noisy parties / revelry must be avoided as it is a source of inconvenience and nuisance to others.
2. **Keeping or consuming alcohol in the hostels is prohibited. Inebriated conduct will result in disciplinary action.**



## CHAPTER - III

### MESS ETIQUETTE

#### INSTRUCTIONS FOR DINING IN THE MESS

Unless on the Mess Committee, Officer Trainees have no authority to reprimand a mess employee. They can report matters needing attention to the President, Secretary or a member of the Mess Committee. While making any complaint (e.g., about the quality of food), do not use intemperate language. This only vitiates the atmosphere and leads to ill feeling.

#### INSTRUCTIONS FOR FORMAL DINNERS IN THE MESS

1. Every officer trainee is a host. You are expected to be present 10 minutes before the guests arrive to receive them and to see that no guest is left unattended to. Move around freely and look after guests. **Do not leave the mess until after all the guests have left.**
2. Officer Trainees appointed as Escort Officers to guests or Faculty Members and their wives should receive their guests at the entrance and remain in attendance throughout. Escort Officers are expected to look after their guests and should introduce them to Officer Trainees and faculty members if the guests have not met them earlier. On conclusion of the meal, Escort Officers are expected to see their guests off.
3. Do not monopolize the senior guest or leave him abruptly. Request to be excused when you leave him / her.

#### SEATING PLAN FOR FORMAL DINNERS

While arranging the table for a formal dinner, the following points should be observed:

1. The host will sit in the middle of one side of the table and his wife opposite him. The chief gentleman guest will sit on the right of the hostess. The chief lady guest will sit on the right of the host. On the left of the host and hostess respectively will be seated the next senior most lady and gentlemen guest. The junior most officers sit at the head and foot of the table.
2. Should the guest of honour be equal to or higher in rank than the host, he will sit opposite the host and the hostess will sit on his right.
3. Study the table plan and find out who the ladies are on either side of you. The lady on your right will be looked after by you.
4. Draw the chair back for her and push it forward as she sits down.

#### SOME DO'S AND DONT'S

1. Sit on your chair from the right and leave it from the left.
2. Before serving yourself, draw your chair as close to the table as convenient. This will enable you to sit upright.
3. Place your napkin half-folded on your lap.
4. Do not heap your plate, scrape or bang it noisily while eating.
5. Do not brandish cutlery when not using it.
6. Do not search around in the dish for the choicest bits or thumb through chapatis till you come to a hot one.
7. Sit upright while eating. You may however lean slightly forward to prevent food falling off from your fork or spoon.
8. Do not place your elbows on the table at any time during the meal. Nor should you flap them around like a bird.
9. Do not move your hands sideways when cutting meat lest your elbows strike your neighbor. Move them diagonally.
10. Never talk with your mouth full. Chew with your lips closed. Say, "excuse me" if addressed and talk only after you have swallowed what was in your mouth.
11. Speak softly and gently just loud enough for your immediate neighbor to hear.
12. Never use a toothpick during the meal.
13. Do not lean across the table to get a salt cellar or a pepper pot or a dish. Always ask the one nearest, "could you please pass me ....."
14. It is permissible to eat with your fingers but do not lick your fingers. You must also avoid wiping them on a napkin or the table cloth.
15. If food or drinks are spilled, or a similar minor accident occurs, it would be remedied by the attending staff.
16. Do not lean back or lean forward on your chair. Keep your chair stable on all its four legs at all times.
17. After the meal, place your napkin on the left of the table. (Note: contrary to popular belief, the napkin is not to be folded unless you are to use it for another meal).
18. After getting up, put the chair noiselessly back in its original place.
19. Where a meal is eaten with fingers, it is usual to wash your hands at a wash basin. Sometimes a finger bowl with water, a wedge of lime or a few rose petals may be placed before you. Wash your fingers delicately, using the lime to remove grease. Run your dampened

fingers over your lips. Wipe your lips and finger with the napkin. Do all this as unobtrusively as possible. Do not splash water on the wall or unduly the soap or towel.

20. Formal dinners are occasions when maximum formality has to be observed in all your activities. They are more in the nature of ceremonies than opportunities to satisfy your hunger.
21. **At buffets :**
  - Always allow ladies to approach the table first.
  - Guests may also be allowed to serve themselves first.
  - Do not crowd around the table. Serve yourself and move away.
  - Make sure you do not come back for extra helpings unless everyone has taken a first helping.
  - Be sure to hold your plate well over the edge of the dish from which you help yourself. Otherwise you are likely to spill something on the tablecloth.
  - Keep the napkin with you till the end.
  - Used plates and glasses should be placed on the table designated for the purpose.

## **CUTLERY**

1. Cutlery is always laid in the order of use, starting from the outside.
2. The soup spoon has a round bowl. Drink the soup out of the side of the spoon and tilt the bowl away from you. Do not draw it in with a slurp.
3. Etiquette on eating out of thalis is known to most of us, but care should be taken to eat neatly with the fingers and to avoid smearing the face on such occasions. Avoid using cutlery while eating out of thalis.
4. If soup is served in wide English soup plates, the spoon must be placed perpendicular to yourself after finishing it but if it is served in a small Chinese bowl, the spoon should be placed on the saucer below the bowl.
5. Fish is eaten with a separate set of cutlery. There are no separate spoons and forks for the vegetarian equivalent of the fish course, so use the fish knife and fork.
6. A fork alone may be used for soft dishes. In that case, the fork should be held in the right hand.
7. The larger knife and fork are intended for the meat dish or its vegetarian equivalent. With the help of the knife in the right hand, build

up the food on the back of fork. Hold them so that the ends touch the centre of the palms, with the knife-edge facing downwards.

8. The knife should never be taken to the mouth.
9. Bread and butter may be eaten with the fish or meat dish and for butter there will be another smaller knife. Help yourself to butter with the knife provided with the butter dish, but spread it with your knife. Never bite a piece off the slice.
10. Chapatis, paranthas and puris are to be eaten with the hand but wipe your hand on the serviette before and after eating them.
11. Curry and rice may be eaten with spoon and fork alone in right hand. Use the fork to push the rice into the spoon.
12. Forks are used for sweet dishes where these are solid. Liquids or semi-liquids like ice creams are taken with a small spoon. On completion of the course, put the spoon down on the place below the ice-cream cup and not in the cup itself.
13. Finger bowls are usually served on a fruit plate, a saucer/doily being placed in between, and the fruit knife and fork crossed at the back of it. Remove the saucer/doily and bowl, place them to the left and place the fruit knife and fork to right and left of the plate.
14. When eating fruit with stones (seeds), the stones are separated on the plate with the help of the knife. When eating fruit with small stones or pips, the stones or pips should be removed by means of a desert spoon, which is raised to the lips to receive them. When eating grapes, oranges or cherries or when spoons are not provided, your half-closed hand should be placed close to the mouth to receive the stones or pips. Do not lower your lips to the plate or spit the pips out on the plate.
15. After fruit or dessert, dip the tips of the fingers into the water, and dab them with the serviette.
16. Plates and cutlery are usually removed after each course. However, at some dinners where a mixture of Western and Indian dishes is served, it may be necessary to switch from spoon to fork and knife or vice versa. In that case, place the articles not being used at the side of the main plate or on the side plate. Never place used cutlery on the table.
17. In between mouthfuls, or when waiting for another helping, place the spoon and fork diagonally on the plate. This is also a sign to the waiter that you would like a second helping. When finishing, place fork, knife or spoon together. The waiter will then remove your plate.
18. When handing person an item of cutlery, offer its handle first.
19. Never hold the cutlery like a flag, one end on the table the other pointing to the ceiling.

## CONDUCT IN THE LOUNGE

1. When you enter the lounge, if there is a lady or a senior staff member present, please greet them appropriately. When any lady or a senior staff member or a Mess Guest enters the lounge, you should stand up and greet him / her.
2. You need not be rigid in your movements inside the lounge, but should avoid being sloppy or slovenly.
3. Do not sit in the lounge with your legs up on a table or chair.
4. Do not fail to wish staff members, their wives or senior guests.
5. Do not form your own exclusive groups.
6. Do not play music too loudly. It may disturb others.
7. If you are sitting near a fan or in front of the fire when a senior staff member or a lady arrives, and if there is no other comfortable seat available, offer your seat to him or her.
8. Avoid controversial subjects, which may lead to a heated discussion.
9. Smoke only in the area designated for smoking. Do not scatter cigarette ash on the floor or throw cigarette ends behind furniture or furnishings. Use an ashtray.
10. While in conversation, do not interrupt a person who is talking.
11. Do not gossip about other people. It is said: "Cultured people talk about ideas, where uncultured people talk about persons".
12. Do not disturb the lounge arrangement. In case, it has been necessary to move the furniture, please rearrange it before leaving.

## CHAPTER - IV

### SOCIAL CALLS AND VISITS

1. Calls are both a social and an official obligation. They may be made alone or in a group. Besides being part of the etiquette expected of an officer, they are functional in building inter personal relations and creating a better work environment.
2. Calls should never be made before 9.00 a.m. or after 7.30 p.m. except on the suggestion of the officer called on. Usually calls should be made between 6.00 p.m. and 7.00 p.m. depending upon the season.
3. The first call may be brief and should not last more than 30 minutes. Later, when friendly calls are made, they may last as long as desired and appropriate, always taking care not to keep the hosts from their meals and other engagements.
4. The question often arises whether a senior officer or a junior officer should make a social call first. This depends upon circumstances. Senior officers newly posted to a station should, unless there is great disparity in rank, call socially on a junior, after the junior has paid an official call. Where their ranks differ greatly, the junior should make the first social call.
5. Do not go away if you find other visitors already present. Knock or ring the bell if the door is closed and send in your card if a servant or a minor child opens the door. If the door is opened by the host/hostess or an adult member of the family, you should introduce yourself and offer your card only if it is asked for.
6. Calls should be returned in person as early as possible. If there is great disparity in rank or if the call is at a mess, the return call will usually take the form of an invitation to a meal.

### OFFICIAL CALLS

1. In the Institute: Officer Trainees are expected to call on the Course Coordinator, Associate Course Coordinators, Counselors and other faculty members soon after they join the Institute. They must also call on the DDG & Director. One should call on members of the faculty only after ascertaining their convenience.
2. In the first place of posting :
  - (a) Central Service Officer Trainees posted in the field will call on their seniors. They should also call on the District Magistrate, District Judge and Superintendent of Police and other senior officers, both of the State and Central Government.
- \* *Please note that having met an officer at some party or function is no substitute for a regular call.*

## **DRAWING ROOM MANNERS**

1. Gentlemen will stand when ladies enter a room, and officers will stand when seniors enter.
2. Introductions are made as follows :  

Gentlemen are introduced to ladies, juniors to seniors and young persons to old, with the exception of VIPs, to whom others are always introduced. The person making the introduction should say, "May I introduce ...." or "Let me introduce Mr./Ms.....". Add a few words of description to help them make contact e.g. "Mr. & Mrs. Alpha have just returned from Utopia wherein they were researching beta radioactivity of unicorns. Mr. Gamma is the Counselor of the Star Ship Enterprise".
3. If you feel the urge to smoke in a gathering, do so only at a designated area for such purpose. Deposit ash only in ashtrays and when stubbing a cigarette do so completely to prevent it from giving out smoke.
4. Do not sit aloof but conduct a conversation with your neighbors. As far as possible, avoid talking shop. As educated young officers you would have sufficiently wide interests to start and sustain a conversation on many subjects.

## **RECEIVING VISITORS**

1. Receive your visitors at the door or, if they are senior officers or old people, on the drive as they alight from their cars. Open the door for them and see them into the house. Offer them a seat and, after a while, a drink (soft drinks, tea, coffee, etc.)
2. On conclusion of the visit, see your visitors off to their car or to the gate. Do not shut the door on them.

## **AS GUEST AT A PARTY**

1. When invited to a party, make it a point to inform the host/hostess of your acceptance or inability well in advance. Remember that without knowing the exact number of their guests, it is impossible for anybody to provide adequate food and drink.
2. Arrive on time. Punctuality is politeness and should be cultivated as a habit.
3. Search out your host and hostess, if it is a big party, and greet them.
4. A good host will usually name the drinks available. Make your choice and politely state your preference. Do not ask for something which has not been mentioned. Do not mutter or say something vague like "I don't mind". Never omit "Please" and "Thank you".

5. After adding sugar and milk to your coffee/tea do not keep the bearer waiting while you stir it in the tray. Remove your cup at once and let him move on.
6. Do not start on your drink straightaway. Put it down on a side table and sip it from time to time. If snacks are served, the bearer will usually offer you a small plate and a serviette. Hold the latter under the plate while helping yourself. Place the plate on the side table when done with.
7. Do not sip your drink with a slurp. When eating a sandwich, cake or other snacks, hold it between the thumb and the first two fingers.
8. On leaving, never fail to thank your host and hostess. It is a good idea to phone your host/hostess the following day expressing your thanks for an enjoyable party.
9. At large parties, it is not necessary to take leave of everyone present individually. It is enough to take leave of the person with whom you may be sitting or talking and of host and the hostess. Leave taking should be brief and unobtrusive. Officers must neither depart ostentatiously as some VIPs like to do, nor should they slink away.
10. Government officers are not expected to drink alcohol in public, even in places where there is no prohibition. It is essential to familiarize yourself with government instructions and the conduct rules. If you are a teetotaler, do not refuse an invitation to a cocktail party only on that account. When offered alcohol you may decline politely. If anyone wishes to abstain from drinking alcohol do not urge him or her reconsider.

## **CONVERSATION**

1. Never talk with your hands in your pockets or on your hips or crossed in front of the chest.
2. If you have to withdraw from company say, "Excuse me" while doing so.



## CHAPTER - V

### CIVIC MANNERS

#### ROAD MANNERS

1. If walking, keep well to the side of the road, especially in a group. Do not edge others off the road. Do not stop to talk in the middle of a road or footpath.
2. If accompanying a lady, always keep between her and the traffic. You may offer to carry her coat, but not her handbag.
3. Greetings on the road may be made by just wishing the time of day or by saying "Namaste" or any appropriate greeting in a regional language. If you have a friend with you and you stop to talk, you should normally introduce him. If for some reason you do not wish to do so, say "Excuse me a moment". He will walk on slowly, in which case you should get through your conversation as soon as possible. Always be properly dressed on the street even if you have gone out only for a short errand.
4. **As a junior officer, be observant, try to catch the eye of your senior officer and greet him. Never be seen avoiding a greeting and never permit your juniors or subordinates to do so to you.**
5. **Make it a point to greet all faculty members, guest speakers and visitors to the Institute whenever you cross them.**

#### DRIVING MANNERS

1. Rules of the road have been designed for the convenience and safety of all. They apply to you as well. Strictly adhere to them. As for right of way, your vehicle has only as much priority as the others have.
2. Stop to enquire from stranded persons or broken down vehicles whether they require your help except when places are known for crime and there may be danger to your personal safety.
3. Always dip your lights for an incoming vehicle and when necessary, even for pedestrians. Never indulge in a contest with other vehicles in an effort to 'out glare' them.
4. While accepting lifts, one of you should occupy the front seat (if unoccupied) beside the driver.

#### AUTOMOBILES

1. If a lady is with you, help her enter first and then follow. On descending, reverse the process, i.e., gets down first and help the lady down.

2. Don't smoke in trains, buses & public places. Do not occupy more than your fair share of seating space.
3. Keep your luggage either under your seat or at a place specified for the purpose.
4. It is considerate to seek permission to open or close windows and manipulate fans or lights.

## **PLACES OF ENTERTAINMENT**

### **(In Auditorium, etc.)**

1. Always be punctual lest you cause inconvenience to others during the performance while your seat. If late, wait a while and take your seat with the least disturbance to others.
2. If with a lady, lead the way to your seats. Do not leave her alone to go out during intervals and if it is necessary, ask her permission.
3. Do not smoke in an auditorium.
4. During the show avoid loud comments or predictions about the course of the play and do not hiss, murmur or get excited at embarrassing moments, others would like to follow the show and, if it is live, the performers should be shown the courtesy of silence. Even if the performance does not appeal to us we must respect the dignity of the artiste and the right of the others to enjoy the show. Dignified behavior befitting an officer is expected in all public places.

## **GENERAL BEHAVIOUR**

1. Attention to personal hygiene and especially mouth odor is essential. Noses should be cleared, finger nails cut, and ears cleaned at home and not in company. Natural functions like belching, yawning, sneezing and coughing clearing of throats, noses, etc. , should be done as silently as possible with an "excuse me" if in company. If possible, use a handkerchief to sneeze or cough into.
2. Sharing a room and bathroom with others imposes social obligations. Leave bathrooms as clean as you would like to find them. Bathroom floors should be left clean, basins emptied of soapy water, commodes properly flushed or covered after use. Litter must be thrown into waste-paper baskets; ashtrays must be used for ash or for stubbing out a cigarette. Cigarette stubs, etc., should not be disposed of in wash basins and water closets.

## CHAPTER - VI

### CEREMONIAL FUNCTIONS

1. Ceremonial functions in Government and semi-government functions :
  - Promote a feeling of regard for certain national institutions, functions and personages.
  - Infuse a sense of pride in National Days and the National Flag and raise these functions above other ordinary functions. Therefore, conventions guiding official participation should be understood and appreciated by Officer Trainees at the earliest stage. They should not be learnt by trial and error.
2. In functions of a ceremonial nature :
  - Conduct and bearing should be correct, poised and sober. On such occasions no flippancy or triviality or brash humor should be permitted.
  - Sobriety in dress and behavior is important because it sets the tone for the function. **Gentlemen officers should wear sherwanis or closed-collar coats and the national dress; lady officers should wear sarees in plain white, pastel shades or other sober colors.** On sports functions, depending upon the weather, blazers and scarves or service ties may be worn.
  - On ceremonial functions, punctuality must be observed strictly. Late arrival means discourtesy to the public gathered for the function and to the uniformed units who may be taking part in the function.
  - If speeches are made they should preferably be in Hindi or the regional language concerned and should be short and concise. At national functions, informality of content or tone should be avoided. Speeches should be reduced to writing or at least points jotted down before going to the function.

Till they get accustomed to part in such ceremonial functions, officers will do well to rehearse their part before the final day.

3. Two important ceremonial functions in which the officers of All India and Central Services are likely to take a leading part are Republic Day and Independence Day functions. Independence Day functions comprise of flag hoisting on official and semi-official buildings; sports functions; decorative lighting on all public buildings; symposia, debates or poetry recital functions with patriotic themes.
4. Important points to be borne in mind regarding flag hoisting and taking the salute at the march past are:

## A. FLAG HOSTING

- ◆ The flag to be unfurled should be carefully tied up by somebody who knows the proper knot. The rope to be pulled should be distinctively marked, as pulling the wrong rope or pulling both the ropes is likely to end up in confusion.
- ◆ If there is a VIP who has been invited to unfurl the flag, he may be briefed regarding the correct procedure; an assistant may remain present to help in case the flag is not unfurled at the first attempt but the VIP.
- ◆ The National Anthem will be played as soon as the flag is unfurled and everyone including the VIP will give a salute to the flag if wearing headgear, and stand attention if not. Uniformed troops and their officers with arms or swords, as the case may be, will pay compliments as laid down. The National Anthem will generally be played by a police or services band. In case it is sung, the VIP and the audience may join. **ON NO ACCOUNT SHOULD A CASSETTE/ CD RECORDING OF THE NATIONAL ANTHEM BE PLAYED AT CEREMONIAL FUNCTIONS.**

## B. TAKING SALUTES

Civilian officers, both ladies and gentlemen, required to take salutes at parades by formations or of honour, will return the compliment as follows:

- ◆ When wearing or not wearing headgear, by raising the hand to the forehead with the fingers slightly inclined, the obverse of the palm facing the right eye, and the reverse outwards. (This is different from the rigid military salute, in which the reverse of the palm faces inwards, and the obverse outwards, and the elbow is raised on line with the shoulder). The hand should be lowered only after the groups have marched past, or after each group has marched past, where there is more than one.

## 5. ATTENDING GOVERNMENT FUNCTIONS

Do not forget to sign the visitors' register in the Government House when you visit or are posted to a State Capital. Invitations from government houses are like commands which must be honored unless, for most compelling reasons, regrets have to be sent, In any case, do not forget or postpone sending acceptance/regrets as soon as invitations are received. Dress should always be in conformity with the occasion, but never informal.

## 6. DISTRIBUTION OF PRIZES

Unless it is very embarrassing to refuse, do not agree to give away prizes. This privilege is generally exercised by ladies. However, if it has to be done, do it correctly with dignity and poise, making occasional remarks to some of the prize winners, but do not delay the proceedings by long conversations with individual prize-winners. Do not attempt to shake hands with ladies.

When ladies are giving away prizes, it is advisable not to shake hands at all. When giving away “multi-storey” cups see that the different parts do not tumble down in the process of being handed over to the recipient.

#### **7. DAYS OF MOURNING**

On the demise of a holder of a high office in government or a very venerable public figure, state mourning will be declared by the Government concerned. Such a declaration will always specify the number of days for which mourning is to be observed. During the period of mourning, flags will fly at half-mast on all government buildings and official and semi-official functions will be cancelled.

#### **8. OTHER OCCASIONS**

- ◆ When calling on or visiting army/police messes, remember: not drink, ask for a soft drink. If you accept drinks, do not accept more than two drinks.
- ◆ Observe proper courtesies and etiquette and be careful about the correct turnout as far as dress is concerned.

Every armed force mess would usually have certain Mess formalities to be observed. If these are not known, request for a briefing from the Adjutant of the formation or the Mess Secretary or some knowledgeable officer.

## CHAPTER - VII

### INVITATIONS

Formal invitations from Messes or VIPs are usually issued on printed cards in the third person as under:

*The President, Mess Committee and all officers of the  
..... batch of ITS at NTIPRIT request the pleasure of  
the company of Shri & Smt .....*

*at*

*Dinner on Friday, September 12, 2014.*

*R.S.V.P.*

*Secretary, Mess. Committee,  
Bose Hostel  
NTIPRIT, Ghaziabad  
Clock*

*Venue : J.C.*

*Time : 8 o'*

1. It is common practice to ask for a response from invitees by indicating "RSVP" and giving a telephone number. Alternatively there may be a printed reply enclosed with the invitation. In either case, the invitee must inform about his acceptance of the invitation or otherwise.
2. In case of an informal personal invitation, the invitation is sent by the gentleman (unless the officer invited is a lady), but the wife rings up the wife of the gentleman invited and extends a personal invitation.
3. Care should be taken in selecting the proper letter paper. Letter paper should not have heads with degrees and other suffixes to the name. The service crest, however, would be in order. The prefix "Shri/ Smt" or "Mr / Ms" before one's own name should be avoided.
4. Invitations should normally be issued at least three days in advance.