

DELHI'S DETECTIVE AGENCIES

R.C. Madan of Goliath Detective Agency confides that his success in solving a case brought him in contact with M.S. Oberoi of the Oberoi chain of hotels who was so pleased with Madan's work

Women make better detectives in general. They can execute cover-up jobs in offices camouflaged as telephone operators, receptionists, personal secretaries and stenographers at cetera. After all, you don't have to be a Tarzan or an Einstein to bust a racket.

that he instructed his management that in future all cases should be referred to R.C. Madan. "It's because of our agency's excellent reputation that we were called to provide

security arrangements during the Asiad, NAM and many international cricket matches." During the recent DTC strike, his agency was entrusted with the task of keeping the management posted about the minute-to-minute change in the plans of the strikers. Dr Vinod Chandra of Investigation and Private Detectives' Bureau is secretive about the cases solved by his agency. "Referring to the cases will not be as per our ethics," he says.

Regarding interaction with police, T. Ganguly says that his agency certainly cooperates with the police as a private detective agency in India has no official standing. According to Dr Chandra, his agency sometimes contacts the police but that is only for official records. Both Ganguly and Dr Chandra agree that in certain cases, a private detective agency and the police are at cross purposes, particularly when the detective agency is working



The bra trick: The 'V' of a woman's bra is a good place to hide a mike or special electronic devices.

to save an accused. R.C. Madan of Goliath agency claims that his agency has been responsible for saving no less than 26 lives convicted in various cases by proving them innocent.

According to T. Ganguly unlike in USA and some European countries, the private detective agencies in India are not licensed. For want of official recognition, the agencies face difficulty in enlisting a certain amount of cooperation from the police and the concerned authorities. Ganguly is wary of the fact that there are no parameters to be met before one can set up a detective agency. This leads to many unscrupulous elements getting into the profession and giving it a bad name.

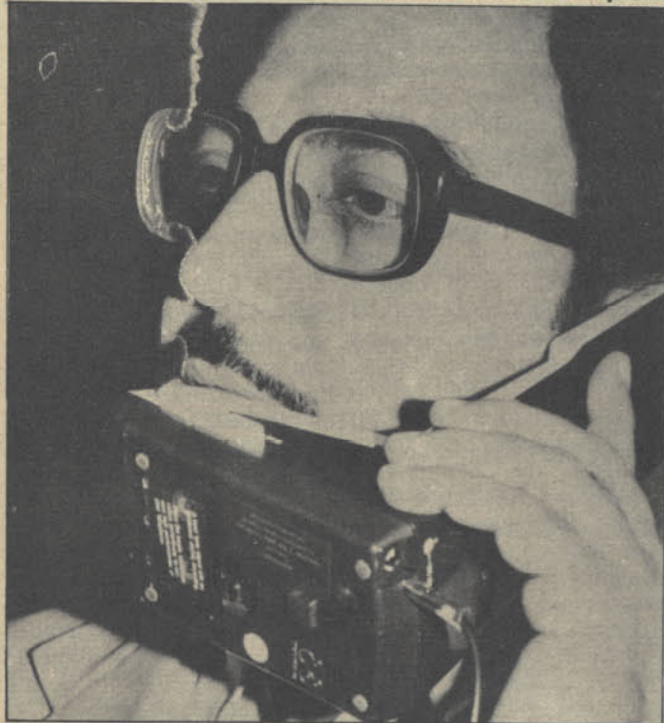
All the interviewees agree that absence of licence and registration requirements for detective agencies has helped several small time fly-by-night operators to start detective agencies without any professional knowhow or a code of

ethics.

What is a detective supposed to do and how does he do it? According to T. Ganguly, "Private investigation is nothing but finding facts." He is very clear about the role of the detective agency and says that an agency should not stake its reputation by putting forth unsubstantiated information or concoct stories to confirm the apprehensions of its client. R.C. Madan says "My agency does not take a case that has been tampered with by another agency and we do not accept a case unless we are convinced that the client is innocent."

T. Ganguly says that there is no thumb rule about the charges. Two cases of similar nature need not necessarily have the same cost input because the modus operandi for executing an investigation entirely depends on the circumstances. He may charge Rs 5000/- for one case and Rs 15000/- for another case. R.C. Madan charges a

Recording the conversation: A cassette recorder telephone.



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preliminary investigation fee for the work done to satisfy himself whether the client is innocent or not. Dr Chandra charges a client on hourly basis—Rs 75/- per hour spent in working on the case. The timing of the investigation starts as soon as the preliminary discussions begin. For Madan and Ganguly, charges depend on the kind and amount of work involved in the investigation. Madan gives an example—supposing a client wants someone shadowed. If the person to be shadowed travels by foot, by cycle, bus, car or aeroplane he will have to be followed by appropriate means of conveyance which would decide the cost factor of the case. All expenses incurred during the investigation—direct or indirect are claimed from the client.

Goliath Detective Agency has an interesting way of operating in Delhi. There are four offices in all—two front offices and two secret offices

which are not known to anyone and are visited by Madan and his directors. The front offices deal with business aspects of the agency—booking the case, fixing the rates and then the case is passed on to the secret office for investigation. After the investigation is over the report along with the evidence, proofs and other documents is submitted back to the business division from where it is handed over to the client; thus the investigators never meet the client, thus removing the danger of the client being blackmailed or harassed by the investigator.

Talking about the method adopted for recruitments of investigators in a detective agency, Madan says, "Investigation is not a popular or common profession. We take fresh graduates with keen sense of observation, patience and extraordinary intelligence. We give them six months' training in civil, criminal and commercial



Special devices for personal protection.

investigations and after the training, the young detectives are classified according to their aptitudes. People good at disguising themselves in different role models generally do well in the profession," he added.

For real-life professionals things are a trifle unplotted. He or she has to get down to brass tacks, the rough and tumble while probing into the cases. A client would not take 'no' for an answer. He wants instant results—information no matter how inaccessible it may be...

It is not necessary that only graduates are required for investigation assignments, even plumbers, carpenters and electricians can also be recruited who would visit a subject's place on one pretext

or the other without making the subject suspicious.

Ganguly says that he advertises for investigator trainees and basically takes people with analytical mind, above-average intelligence and *sang froid* which means ability to keep cool and get out of tricky situations without panicking. He adds, "Investigation is not hanging about five star hotels or moving about in fast cars. It is much more than that." According to Madan it is a lot of hard work but one that gives job satisfaction.

All said and done, detective agencies have made their presence felt in the Capital. With more and more parents wanting to cross-check the groom's or bride's credentials before a matrimonial alliance is finalised, need for a detective agency has entered living rooms. To put it in other words, it has come through a serpentine route from crime investigations and industrial shopfloors. Today it is a part of life in a big city.

R.C. Madan: Looks far to catch the action.

