CHANDIGARH POLICE

STANDING ORDER NO. 10/2002

SUBJECT: DUTIES AND FUNCTIONS OF WOMAN AND CHILD HELP LINE

Women and Children are amongst the most vulnerable sections in any social order. A large number of them face violence at the hands of strangers, family members and others known to them. Such abuse may take place even at homes and work places. The violence may be in form of psychological abuse and actual physical abuse. Victims in most cases cannot take recourse to the criminal justice system for a variety of reasons including the fear of social stigma and lack of knowledge about the institutions that could come to their rescue.

In order to provide necessary assistance to such victims, a round the clock ‘Women Helpline’ had been set up at the Police Control Room (PCR) at Chandigarh Police Headquarters. In order to streamline its functioning this facility has been shifted to the Woman & Child Support Unit. Its scope is further hereby expanded so that it also helps children and from now onwards it shall be known as ‘WOMAN AND CHILD HELPLINE’.

Woman and Child Helpline shall:

1. provide assistance to women/children in distress;
2. coordinate with civil society to provide relief to such victims;
3. ensure protection of legal rights of women and children;
4. act as a nodal point for pooling resources of police and civil society so as to facilitate relief and rehabilitation of victims approaching the Helpline; and
5. sensitise police personnel and others about the need for special care of two important constituents of our society, related agencies and formulate necessary interventions strategies.

FUNCTIONING:

Woman and Child Helpline will function round the clock on all days including holidays. The Helpline has been allotted a toll free four digit No. 1091 by Telecom Authority which will be attended by trained lady police personnel. On receiving any call, the officer on duty shall enter the date and time, name and address,
A phone no. if any, of the complainant and the gist of her/his complaint in prescribed form/register and will initiate appropriate action keeping in view the nature of complaint or need of the situation. The Duty Officer will also keep a record of action taken by the Helpline and the feedback received from the concerned official or unit.

Officer/Incharge of the Helpline alongwith four lady constables shall coordinate the working of this facility, which shall provide relief to Women/Children in distress. The unit shall work in close coordination with women NGOs engaged in activities promoting women and child welfare. The ‘Woman and Child Helpline’ will function under the immediate supervision of DSP/WCSU and Inspector/Woman & Child Support Unit under the overall supervision of SP/Operations, Chandigarh.

**NATURE OF COMPLAINTS:**

As has been observed generally, there may be three types of complaints by the victimised women and children.

1. Firstly, there may be cases where the victimised person needs immediate help/intervention of the police i.e. in cases of kidnapping, abduction, sexual assault, eve-teasing, molestation, attempt to murder, attempt to commit suicide or beating by in-laws or any cognizable offence against the person. In such cases, action shall include immediate rushing of PCR vehicle and the concerned Police Station staff.

2. Secondly, there may be complaints regarding matrimonial or family disputes, where no immediate help or action is required as in cases of subtle dowry demand and mental torture by in-laws. The complaint in such cases shall be referred to Woman & Child Support Unit Cell for appropriate action.

3. Thirdly, there may be cases where victim does not want direct intervention by the police but only requires counselling by the police/trained counsellors. In such cases, Helpline shall coordinate efforts by arranging resources of concerned organisations to provide assistance to the person.

**ACTION/RESPONSE:**

Police personnel at Woman and Child Helpline will ensure that:

1. As soon as any information is received at ‘Woman & Child Helpline’, necessary entries in the prescribed form/register shall be made regarding the complaint.

2. If the caller needs immediate help, a PCR vehicle shall be sent for prompt action at the spot through Duty Officer, Police Control Room.
The short stay home where the victims can be shielded temporarily are as

Serious Offences

recorded in connection in daily diary report which shall be submitted to the
next day to show about the penalisation for any victim and will

Inform the Woman and Child Helpline will contact the complainant the very

which is connection to the complainant

referred women NGO for further consultation and guidance at a place

Any Police Information where the complainant shall be directed to a

Are there in the table is a woman and may some problems but does not want

given to the victim providing the same by the Helpline

If a complaint to the police section necessary and complaint will be

Where/when information help is required by the victim but the victim wants to

existing confidentiality of all information

informing complainant at Women's Child Support Unit

involved in confidential process at Women's Child Support Unit are not

handled by utilizing services or external connections who are unwilling

send the report to Women's Child Support Unit so that the matter can be

concerned Police Station's RO. Will lodge DCP in the daily diary and will

the complainant is not interested in legal action of cases concerning when the

If the matter reaches to family of matrimonial dispute etc. and the

hearing in connection of the case

If any preventive action is required, please shall take necessary action

The RO of the concerned Police Station on duty on reaching the spot

A message will also be conveyed to the concerned Police Station to send

The Reserve Officer (RO) on duty along with Lady Constable/
STAFF:

The ‘Helpline’ would be headed by a lady NGO. She shall be assisted by 4 lady ORs and 1 lady Home Guard Volunteer. Only trained sensitised lady police personnel shall be deputed so that victim could be encouraged to communicate and discuss their problems without any hesitation.

AWARENESS:

SP/Operations, Chandigarh will initiate following measures to create awareness about ‘Woman & Child Helpline’ among the masses in general and the women and children in particular by:

1. Slide shows in Cinema Houses;
2. Periodic meeting/workshops and Seminars involving NGOs;
3. Through the field staff of the Chandigarh Police;
4. Through Internet at the Web page of Chandigarh Police, which can be accessed at www.chandigarhpolice.nic.in
5. Through educational institutions particularly women colleges, schools etc.
6. All the NGOs and ORs of Chandigarh Police shall be briefed about this scheme by their respective unit incharge under the supervision of DSP concerned;
7. Through local newspapers;
8. Display of the Telephone No. at prominent places;

Strict compliance of the above instructions should be ensured.

(BHIM SAIN BASI) IPS
Inspector General of Police,
UT, Chandigarh.

No. 5417-30/UT/E-6/
dated Chandigarh, the 18th March, 2002

A copy is forwarded to the following for information and necessary action:-

1. DIG/Chg
2. SSP/Chg
3. SP/SC. & Traffic
4. SP/OPS
5. SP/City & Hqrs.
6. All DSPs
7. All SHOs
8. All Inspector I/C Units.