



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 the 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,

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.

NOTE:
under:

3. A message will also be conveyed to the concerned Police Station to send the Reserve Officer (R.O) on duty alongwith lady Constable/Head Constable, if available.
 4. The R.O. of the concerned Police Station on duty, on reaching the spot shall take action as per law in case any cognizable offence has taken place. If any preventive action is required, he/she shall take necessary action keeping in view circumstances of the case.
 5. If the matter relates to family or matrimonial dispute etc. and the complainant is not interested in legal action or needs counselling, then the concerned Police Station's R.O. will lodge DDR in the daily diary and will send the report to Woman & Child Support Unit so that the matter can be handled by utilising services of expert counsellors who are routinely involved in counselling process at Woman & Child Support Unit.
 6. If a woman victim doesn't want to remain at her-in-laws house, then, with her consent, she will be shifted to NARI NIKETAN being run by the Governmental Organisation or to her parental house as may be appropriate in the circumstances. In such cases, R.O. will inform the Helpline and make arrangements for shifting the victim as per the situation, after ensuring compliance of all formalities.
 7. Where no immediate help is required by the victim but the victim wants to file a complaint for police action, necessary guidance/information will be given to the victim regarding the same by the Helpline.
 8. Where the caller is a woman and has some problems but does not want any police intervention, then, with her consent, she shall be referred to a reputed women NGO for further counselling and guidance at a place which is convenient to the complainant.
 9. Incharge Woman and Child Helpline will contact the complainant the very next day to know about her satisfaction regarding action taken and will record her comments in daily diary report, which shall be submitted to the Senior Officers.
- The short-stay home where the victims can be shifted temporarily, are as

1. NARI NIKETAN
Sec.-26, Chandigarh. (being run by the Social Welfare Department, Chandigarh Administration, Chandigarh).
2. JUVENILE HOME
Sec.-15, Chandigarh. (being run by the Social Welfare Department, Chandigarh Administration, Chandigarh).

STAFF:

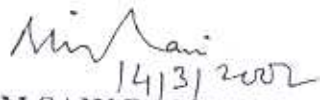
The 'Helpline' would be headed by a lady NGO. She shall be assisted by 4 lady ORs and 1 lady Home Guard Volunteer. Only trained sensitised lady police personnel shall be deputed so that victim could be encouraged to communicate and discuss their problems without any hesitation.

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 incharges 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.


14/3/2002
(BHIM SAIN BASSI) IPS
Inspector General of Police,
UT, Chandigarh.

No. 6647-30 /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/Sec. & Traffic
4. SP/OPS
5. SP/City & Hqrs.
6. All DSPs
7. All SHOs
8. All Inspector I/C Units.