

ORDER

The Ministry of Home Affairs, Govt. of India vide office memorandum no. F. No. 15011/34/2012-SC/ST-W, dtd. 14.5.2012 has intimated that a sizeable number of persons belonging to the North Eastern States are residing in metropolitan cities and in major urban areas in the country for education and employment. Reports are being received in MHA that people originating from these states are facing discrimination as they are addressed with derogatory adjectives or face discrimination in the form of targeted attacks, assault, molestation and other atrocities, which has caused considerable anguish and distress in the minds of the people from the north east.

The Ministry of Home Affairs, Govt. of India has advised that it is of utmost importance that this feeling of insecurity and negativity in the minds of these people should be assuaged by an adequate and proactive response which would not only reassure them but would also prove that the government would not tolerate discrimination in any form. A significant number of citizens from these states also belong to the Scheduled Tribes and any atrocity against them should also be dealt with under the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act.

The Ministry of Home Affairs, Govt. of India has also intimated that government of India is deeply concerned by the discrimination and crimes against the weaker sections of society, particularly those originating from the North East and would therefore emphasize that urgent action should be taken by the police as they have a major role to

play as first responder. The following immediate action are required to be taken by the State Governments and UT, Administrations:-

1. There should be a clear "Zero Tolerance Policy" as far as crime against "Weaker Sections" in general and those from North Eastern States in particular are concerned.
2. Many problems can be prevented in the initial stages itself by proactive action as in the case of eve teasing, stalking or sending obscene SMSs etc. if the person is contacted and firmly advised to cease and desist from harassing individuals.
3. Quick action by the police would restore confidence not only of the victim, but also of the community and send a clear message to the accused that such behaviour would not be tolerated, when complaints are received from a person belonging to the North East, particularly from women, the level of sensitivity and response should be of an even higher level.
4. As citizens from the North East generally congregate in certain areas or pockets, it is essential that an outreach programme should be in place. The Superintendent of police of the district should personally supervise the programme. They should hold periodic meetings with community leaders of such groups and address the issues raised in such meetings. Officer-in-charge of police station must hold regular quarterly meetings with these community leaders. Beat officers should be sensitized to establish close interaction with the community leaders of the residents from North East so that they are aware of the problems and can take appropriate action or report to their superiors.

5. Toll free help lines should be made available to access the police. However at times it is possible that the complainant may not be able to communicate in the local language. In such cases, the services of any officer or any other operator conversant with English must be provided.
6. Area security committee comprising community leaders and stakeholder, representing both the local residents as well as citizens from the North East, should be constituted to meet regularly under the aegis of the area police.
7. Where necessary action under the law of preventive action under the Cr.P.C. should be initiated and, if the victim is a ST, then section 3 of the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act can be invoked. When a case is made out, it should be immediately registered and investigated on a day-to-day basis and finalized.
8. Where a complaint or if any information is received from a citizen hailing from the North East, regarding a cognizable offence and no follow up action is taken, then a serious view should be taken against the police officer concerned and also against the officer-in-charge of the police station and if the complainant is a member of the Scheduled Tribe, then the provisions of section 4 of the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act should be invoked.

To ensure the compliance of the above direction of the Government of India it is directed to take the following action:-

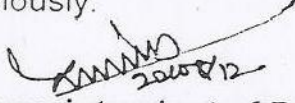
- i. All SDPOs and all SHOs are directed to ensure "Zero Tolerance Policy" for any crime/atrocity against the weaker sections including those from North Eastern States.
- ii. Whenever any information regarding any cognizable offence against any person of weaker sections or from North Eastern States is received, immediate legal action be taken and FIR be registered under appropriate sections. Appropriate section of the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act be also applied, if aggrieved person belongs to SC/ST community. Aggrieved person be contacted immediately and all out assistance be rendered to him. In minor issues if cognizable offence is not made out, preventive action be initiated immediately.
- iii. SP/City & HQs is designated as Nodal Officer on behalf of the undersigned to look after the grievances of the residents/students of North Eastern State. He will hold periodic meetings with the community leaders and members of the association of residents/students of North Eastern State to hear their grievances and apprise them about the functioning of Chandigarh police.
- iv. SP/City & HQs is directed to brief the beat staff to maintain data of persons, residents of North Eastern States and maintain regular contact with them. During public meeting representatives of these residents be also invited and their grievances be

redressed promptly. Beat staff will report regarding this to their superior immediately. The number of control room, police station, SHO and beat officials be given to them for contacting to police.

- v. Consolidated data of residents of North Eastern States be maintained by Community Relation Units.
- vi. Chandigarh police has modernized police control room having toll free lines of "100" numbers. DSP/Communication is directed to depute one educated telephone operator conversant with English in each shift. Whenever any call from the resident of North Eastern States or non Hindi speaking person is received in control room, the call be diverted to the said operator for attending the same, who will take immediate corrective steps to redress the grievances of the caller. If police help is required, a PCR vehicle be moved to the caller immediately and local police be also informed for taking further legal action.
- vii. DSP/PCR is directed to brief the PCR staff for rendering active help at the spot to such callers.
- viii. The complaints of residents of North Eastern States be dealt by the beat sub inspector under the supervision of SHO. Complaints of ladies be enquired by lady NGO of the respective police station.
- ix. All SDPOs will ensure proper supervision of investigation/enquiry of such cases/complaints.

- xi. Where a complaint or any information is received from a citizen hailing from the north east regarding a cognizable offence and no follow up action is taken then a serious view will be taken against the police officer concerned and also against the officer-in-charge of police station.

All concerned to ensure meticulous compliance of the above directions. Non compliance would be viewed seriously.


Senior Superintendent of Police,
UT, Chandigarh

No 41275-82

/UT/E-6, dtd. 22/8/12