

# Standing Order

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No.	Issue Date	Issued By	Issuing Unit	Issuing Branch
303	17/12/2002	C.P.,Delhi	Police Head Quarters	C&T

**Subject :** AMENDMENT IN STANDING ORDER NO. 303-- REGARDING FUNCTIONING OF RAPE  
CRISES INTERVENTION CENTRES IN POLICE DISTRICT OF DELHI.

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STANDING ORDER NO. 303  
( Amended) –II Time

FUNCTIONING OF RAPE CRISES INTERVENTION CENTRES IN POLICE DISTRICT OF DELHI.

In order to handle in investigation of all rape cases and other girl child sex abuse cases more professionally and with sensitivity and to rehabilitate the needy ones amongst them, Crises Intervention Centers were set up in the Police Districts of Delhi. The Delhi Commission for Women, (DCW), Delhi Police and the associated voluntary organizations have functioned in an integrated partnership for over one year to run these centers and to acvhieve the objectives for which they were set up.

## **A:- OBJECTIVES**

1. To provide support structure to all victims of rape including minors and other victims of child sex abuse and violent crime and to extend social, financial, medical and counseling support to rehabilitate the needy victims.
2. To ensure professional investigation of such cases with proper sensitivity and their successful prosecution.
3. Further, to provide long term counselling and rehabilitation support to trauma victims of crime.

## **B :- STRUCTURE.**

1. Crises Intervention Centers set up in each district, have several important functionaries viz. Police, designated voluntary organizations, Social Workers, Doctors/Psychologists and Lawyers, the Prosecutors and Special Counsels.
2. ACP/CAW Cell of the district concerned, shall, as Convener of the Cell report to Addl./ DCP-II of the respective district, who will be directly responsible for supervising all such cases and ensure that the objectives of the crimes intervention centers are achieved.

3. Despite the jurisdictional supervision over the district by the DCP/Joint C.P. (Ranges) the Joint. C.P. CAW Cell shall overall coordinate review and advise the functioning of the District Crises Intervention Centers.

4. One of the senior social workers of the voluntary organizations, in the concerned District shall be designated as the 'Chief Coordinator' of the Center, who shall coordinate police efforts with the voluntary organizations, Lawyers/Doctors and Psychologist/Counsellors for helping the victim and her family to manage the crisis.

5. A panel of Doctors, Psychologists and Lawyers offering their voluntary services shall be kept available in the Districts and their services shall be utilized in turn from case to case.

6. Delhi Commissioner for Women may review the cases to guide the functioning of the Crises Intervention Centers at periodic intervals.

7. Addl. DCP-II of the concerned district, similarly, shall be conducting periodic reviews of the functioning of the team and to ensure that the concerned agencies are effectively playing their respective roles. He should particularly monitor trial of rape cases.

8. DCsP of the district shall submit periodic reports to the concerned Joint CsP/Ranges and Joint CP/CAW one in three months. Copies of these reports would be sent to PHQ with the observations of the Joint CsP and Joint C.P./CAW.

#### C:-FUNCTION.

1. A rape case is reported in a police station either through a Police Control Room call or through a complaint submitted in person or on phone by the victim or her relatives. In the event or report of a rape, it shall be mandatory for both the District police control room and the Duty Officer of the police station to take up the case and telephonically inform the Chief Coordinator (social worker) and ACP/CAW besides the senior officers about the case. Now any women victim of sexual harassment can phone the police on 100/1091 and the police will reach her. There is no need for any lady to visit the police station to register her complaint. All cases or rape shall be investigated by a lady officer.

2.(a) A copy of the FIR in each case shall be sent to the Chief Coordinator and ACP/CAW by the SHO concerned at once for follow up action. The Chief Coordinator and the Investigating Officer, together or separately, shall visit the residence of victim and prepare their respective reports. Whereas the investigating officer shall prepare his case diary etc. the Chief Coordinator shall prepare a detailed "Need Assessment" report covering financial, medical, legal and counselling needs.

(b) A Proforma in this regard shall be prepared by CAW cell in consultation with the Delhi Commissioner for Women for the purpose of uniformity in all the districts.

(c) After the initial visit, a copy of the social enquiry and need assessment report shall be placed in the case file and the IO shall send it to ' Crime Victims' Welfare Associations of the district, wherever it functions, after retaining the original one in the file maintained by the Chief Coordinator ( Social Worker). In the monthly review meetings the concerned Addl. DCP-II shall decide upon the financial/medical help that could be extended to the victim or her family.

(d) In case the Crime Victims Association does not function in a district other measures shall be taken to render the requisite assistance. The decision of Addl.DCP-II shall be based on the Social enquiry, "Need Assessment" Report of the Joint team of the I.O. and the Social Worker who may in turn, consult the Doctor and the Lawyer.

(e) Similarly, the Chief Coordinator ( social worker) shall tie up with the Delhi Commission for Women for extending the other needs listed above besides the need of counselling. At least two social enquiries i.e. initial and the follow up visits, are required to be made by the Chief Co-ordinator to the residence of the victim. The "Need Assessment" report and the views expressed by the Voluntary Doctor/Psychologist and Lawyer shall also form part of the case file. However, these members of Crisis Intervention Center shall not ordinarily be cited as witnesses in the case.

2.(a) The Addl. DCP-II shall convene a monthly meeting where the Prosecutor or the Senior Prosecutor should be present besides the IO/ACP-CAW Cell ACP/Sub-Division, wherein he shall give suitable guidance to the IO and monitor the progress and remove any short comings before the case is finalized. The IO/ACP/CAW Cell and the Addl. DCP-II with the assistance of the prosecutors shall also ensure timely charge sheeting of the case. Joint C.P.CAW Cell shall also periodically review the progress of the cases and the functioning of the Centers. ACP/CAW Cell, being the convener of the Crisis Intervention Centers, should hold fortnightly meeting with the Chief Coordinators, and the concerned IOs to ensure that the cases entrusted to them are properly investigated and followed up. The ACsP/Sub-Divisions shall personally supervise and monitor all cases of rape to ensure collection of evidence and successful prosecution of the cases.

(b) A quarterly meeting may be held by the Delhi Commission for Women to review the function of Crisis Intervention Centers wherein the concerned Addl.DCP, ACsP/CAW Cell, Chief Coordinators ( Social Workers) and special Prosecutors/prosecutor may be required to be present. The Delhi Commission for Women may look into the various problems pertaining to the functioning of the Centers and help to them. The Commission may also arrange necessary assistance from the Govt. of NCT, Delhi and from the Central Social Welfare Board (Ministry of HRD, GOI) particularly with regard to the appointment and official requirements of the Chief Coordinator. As far as possible the Delhi Commission for Women should earmark one NGO/Voluntary organization in every district to avoid the administrative problems and would decidedly appoint only one Chief Coordinator for a district.

(c) On the reporting of each case or rape of a minor/major or abuse, the IO under intimation to ACP/CAW Cell shall request the Govt. hospital for the medical examination of the victim by a senior women doctor. In the said request it should be specifically mentioned that the doctors should be someone regular in the hospital for proper medical opinion etc. and not the temporary interns. The proper medical examination however, may be conducted by a board in selected cases. The IO shall request the Doctor to take three vaginal swab samples so that one of them may be required to be used if necessary for the D.N.A. test. The Delhi Commission for Women may also take up with the Department of Health, GNCT, Delhi the matters regarding the medical examination of victims, Constitution of the Boards etc.

(d) It has further been decided that any victim or rape of sexual harassment need not come to the police station for registration of FIR. Instead, she only has to make a phone call to the local police station or toll free numbers 100 or 1091 (Women Helpline) and the IO shall reach her wherever she is, immediately. Further, the IO shall not call the victim or her relatives to the police station for the purposes of investigation but shall visit her residence wherever such a requirement arises. Also, she shall make such visits in plain clothes and not in uniform. Clear directions shall be given to the IOs not to probe into the character and antecedents of the victim and her family, during the course of registration and investigation of the case. No vulgar or searching question shall be put which may traumatize the victim or her family.

(e) Under no circumstances the name and identity of the victim shall be given to the media and press briefing shall always be given only by the concerned DCP or the Joint C.P.Ranges/CAW Cell. No number of Crisis Intervention Center shall brief the media about the incident or follow up action taken nor permit photographs to be taken.

3. (a) Each district shall provide one well furnished room either in the DCP office complex or adjacent to CAW Cell for the Crisis Intervention Center. The room will be used for enquiry/investigation and also to hold the periodic review meetings of the prosecutors, IOs, Chief Prosecutors and others. This room will also be used by the Chief Coordinator as an office for counselling and for holding meetings of special sessions etc.

(b) It is decided that each police station shall earmark, sensitize and train at least three upper subordinates preferably women officers to work as IOs. There shall be a uniformity in the districts about the posting of Investigation Officers to deal with such cases who shall investigate such cases, besides other cases given to them. Such IOs shall be imparted the requisite skill, through training and attitudinal orientation from time to time. If woman IOs are not available for any reason, a woman police officer shall be associated with the IO to interact with the victim.

(c) Crises Intervention Center shall also conduct awareness and sensitization programmes from time to time in consultation with the associated NGOs and Delhi Commissioner for Women. Delhi Commission for Women on their part, may get posters with appropriate

messages printed from time to time for displaying them at various important places in Delhi with a view to create awareness on the Subject. Each District shall organize training and sensitization programmes for the Investigating Officers and others, including the Social activists, Lawyers, Doctors and the NGOs participating in the programmes.

(d) The district DCsP shall create a network of Volunteers from Hospitals, Nurshing Homes, Rotary Clubs and Lions Clubs who may be motivated to setup or willing to be integrated with the existing Crime Victims Welfare Associations in order to create institutionalized system for providing relief to victims.

(e)The services of professional counselors be utilized for trauma care, psychological support and rehabilitation of the victims. The Delhi Commission for Women may provide necessary financial assistance for the same.

#### D. WOMEN HELPLINE

In order the various laws enacted for the protection of women are effectively implemented, it is imperataive to have a proper-co-ordination and synchronization of efforts on the part of PCR, Crime Against Women Cell and the local police. With a view to upgrade and hasten the response to women in distress who seek police intervention, a Women Helpline Service has been started with effect from 1.9.2002 in the PCR. To the existing telephone number 100 has been added a toll free number 1091. In addition the Nos. 3411091 and 3317004 are also available to the women complaints. CAW Cell has also started a Women Police Mobile Team for round the clock response to deserving women helpline cases.

#### E. SWANCHETAN (N.G.O.)

A Non-Governmental Organization 'Swanchetan'. " A society for Mental Health" headed by Dr. Rajat Mitra, Director, Programme, has been working in the filed or victimology and providing counselling services to the victims of heinous crime in the Southern Range for the last two years. A circular in this respect has already been issued to all districts vide PHQ's No. 11370-96/Admn. (IV)/PHQ dated 23.5.02. Among the services provided by Swanchetan, there are specialized programmes for traumatized children and other victims of heinous crime and ethnic violence. Swanchetan also provides training to a large number of institutes and organizations in the field of counselling.

In view of the excellent work done by Swanchetan in providing succour to trauma victims of crimes like rape, molestation, homicide etc. it has been decided to extend their gamut of services to all the districts in Delhi. The following decisions have been taken for effective coordination and implementation of this programme aimed at helping the trauma victims of

Heinous crime.

(i) The staff officers to the all District DCsP shall intimate to the Swanchetan Authorities, the occurrence of any crime including crime against women and children, involving trauma and the need for counselling. Such information should be passed on to the Swanchetan Authorities on telephone Nos. (O) 6123931 (D) 6135296 (Fax) 6135297 and Cell Phone No. 9810262767 at the earliest and certainly within 24 hours of the occurrence of the crime.

(ii) In case the Swanchetan Authorities have any problem relating to access to the victim (s), the concerned SHO will depute an officer alongwith Swanchetan functionaries to introduce the functionaries or for any other assistance as required. All District DCsP, ACsP/Sub-division and SHOs may interact with Dr. Rajat Mitra as per need.

(iii) The working of this programme would be reviewed after every 3 months.

Joint C.P.CAW will coordinate and review the functioning of Crisis Intervention Centers in all Districts of Delhi Police. He/She will also act as the Nodal Officer for Delhi Police for the Delhi Commission for Women, the National Commission for Women, the Central Social Welfare Board, Ministry of Human Resource Development, the concerned Government Departments and other outside agencies. Joint C.P./CAW Cell, Crime Branch & all Distts. DCsP including DCP IGI Airport, should send fortnightly figure to C&T Branch, as per proforma attached. Joint C.P./CAW should prepare quarterly reports on the functioning of Crisis Intervention Centers for the Commissioner of police.

This amended S.O. supercedes earlier S.O. No. 303 issued vide Hdqrs. endst. No. XXIX/140/Spl./16631-720/C&T (AC-II) dated 6.6.2000 & No. 42834-914/C&T (AC-II)/PHQ dated 27.12.2001.

-sd- ( R.S.GUPTA)

COMMISSIOER OF POLICE,DELHI.

No. XXIX/140/Spl./48927-49020/C&T (AC-II)/PHQ dated Delhi, the 17.12.02