

# Standing Order

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| No.      | Issue Date | Issued By                 | Issuing Unit         | Issuing Branch |
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| 389/2010 | 15/05/2010 | COMMISSIONER<br>OF POLICE | Police Head Quarters | RECORD BRANCH  |

**Subject :** ANTI-STALKING CELL AND UNITS IN DELHI POLICE

## **Contents**

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### 1. INTRODUCTION

Prevention of crime against women has all along been a priority area for Delhi Police, and several measures have already been taken in this regard. One area where complaints have been voiced from time to time concerns women/girls being followed/stalked by undesirable elements thereby causing great mental harassment and a kind of fear psychosis in the minds of the victims. In order to ensure redressal in complaints of young women and girls about being stalked and harassed by known/unknown persons, it is proposed to set up an "Anti-Stalking Cell" for the redressal of such complaints. This will be another important step taken by Delhi Police in the efforts to prevent crimes against women in the city.

### 2. FUNCTIONING OF THE ANTI-STALKING CELL

The proposed "Anti-Stalking Cell" will have a "hub-and-spoke" kind of arrangement with a central hub in the Crime Branch and the Districts setting up their own District Anti-Stalking Units. Involvement of the district police will be critical inasmuch as a substantial amount of follow-up work will be necessary in order to ensure prompt and effective redressal of complaints of this nature.

### 3. CELL IN THE CRIME BRANCH

The Anti-Stalking Cell in the Crime Branch which will be the nodal agency to centrally monitor all complaints of stalking, will have the following modalities of functioning:-

i) The "Anti-Obscene Call Cell" functioning at the Special Investigation Team (SIT) office in Sector 18, Rohini, will also function as the Central Anti-Stalking Cell. The toll-free number 1096 and the landline number 27894455 which have been widely publicised as the contact numbers for the Anti-Obscene Call Cell will be utilized and publicised as the contact numbers for the central Anti-Stalking Cell.

ii) Once information regarding stalking is received by the central Anti-Stalking Cell, it will be entered in a register which will contain columns for name, address and telephone number of the victim, the nature of complaint and details of the stalker. This register will be maintained as per the format given at Annexure-“A”. Action should be taken expeditiously and a women police officer should be associated as and when required.

iii) This information will then be conveyed simultaneously both to the concerned District Anti-Stalking Unit and to the police station concerned. The victim will also be informed about the district unit’s contact number and the police station to which her complaint has been forwarded.

iv) In some complaints, however, if it is felt that the matter should be straightway referred to the police station for prompt follow-up action, the Central Cell will do the same under intimation to the District Anti-Stalking Unit.

v) The Central Anti-Stalking Cell will also contact the complainant from time to time – at least once after one month, to assess the level of satisfaction/redressal, and pursue the matter further with the concerned district unit.

vi) In certain category of complaints, if the Anti-Stalking Cell of the Crime Branch is of the view that action can be initiated to the satisfaction of the complainant in the Crime Branch itself without referring the matter further to the district concerned, the Anti-Stalking Cell of the Crime Branch will retain the complaint in the Cell itself for further follow up action.

vii) A district-wise monthly report will be prepared by the Central Cell which will include the number of complaints received, the broad nature of grievances and the satisfaction levels with regard to complaints received during the previous month. This report will be put up for the perusal of Jt.CP/Crime and the Commissioner of Police.

viii) As the Central Anti-Stalking Cell in the Crime Branch will be hub and the nodal agency, it will be ensured that adequate number of officers including women officers are exclusively earmarked for this purpose.

ix) The Central Anti-Stalking Cell will function round-the-clock, and will be manned accordingly.

x) Since the Central Cell in the Crime Branch will be the first contact-point for the victim/complainant, it will be essential to brief and sensitize the staff about the requirement of patient and sympathetic hearing, prompt follow-up action, and timely feedback to the complainant.

#### 4. ANTI-STALKING UNITS IN DISTRICTS

There will be Anti-Stalking Units in all the districts and the modalities of their functioning will be as under:-

i) The ACP of the Crime Women Cell of the District will be the incharge of this unit and will personally monitor the complaints received, action taken and the satisfaction level of the complainants. It will be expected of the ACP/Crime Women Cell to speak to each complainant on phone to assess whether or not she is satisfied with the police action. ACP/Crime Women Cell will also keep the Anti-Stalking Cell of the Crime Branch constantly updated about the action taken on the complaint.

ii) A record of the complaints received and action taken shall be maintained in a register at the District Anti-Stalking Units as per the format given at Annexure-“B”.

iii) The SHO of the concerned police station, on receipt of the reference from the Central Anti-Stalking Cell, will pay personal attention to the complaint and examine the same for immediate further necessary action under intimation to the ACP/Sub-Division and the ACP/CAW Cell who will, in turn, keep the Anti-Stalking Cell of the Crime Branch posted of the action taken. If situation warrants, preventive action may also be taken under the Cr. P.C. or a case may be registered under appropriate sections of law. Under no circumstances will the SHO, make any attempt to brush the matter under the carpet or delay action, since incidents of persistent stalking are known to have the potential to lead to more serious forms of crime.

iv) In respect of complaints referred to/received at the police station, a register will be maintained at the police station under the personal supervision of the SHO as per the format given at Annexure-“C”.

v) The Addl.DCP-II in the district will personally oversee and supervise the Anti-Stalking Unit of the district. He should ask for a fortnightly report from the ACP incharge of the District Anti-Stalking Unit and he/she will also call up on phone the complainants at least in 25% of the cases to gain a meaningful feedback about the extent of the redressal of her complaint.

vi) It will be necessary also for the District DCP to review the functioning of the District Anti-Stalking Unit from time to time in order to ensure its smooth and efficient functioning. District DCsP will arrange to display the contact No. of the Anti-Stalking Cell of the Crime Branch as well as of the Unit in the district prominently in all police stations for the benefit of the complainants/public.

vii) The Jt.CP/Range will periodically inspect the records of the Units in the Range and scrutinize the same. It will also be a useful exercise by the Jt.CP/Range to get direct feedback from some of the victims to assess their level of satisfaction/redressal.

## 5. DUTIES OF PCR AND PCR VANS

Since wide publicity is being given to the launching of the Anti-Stalking Cell in Delhi Police, there will be occasions where such complaints will be made directly to the Police Control Room or even to the PCR Vans by the complainants/victims. In such situations, immediate necessary action as warranted under the circumstances will be taken by the Police Control Room/PCR Van staff, and the Central Anti-Stalking Cell as well as the concerned District Anti-Stalking Unit will also be immediately intimated for further follow up action. For this purpose, the staff in the Police Control Room and PCR Vans will be suitably briefed and sensitized by the Addl.CP/PCR.

## 6. ROLE OF SUPERVISORY LEVELS

In complaints of this nature, patient and sympathetic hearing followed by prompt follow up action will be a cardinal requirement. It will be important for senior supervisory officers such as Jt.CsP/Addl.CsP/DCsP of the District, Crime Branch and PCR to ensure prompt and correct follow up action through close and constant supervision and monitoring.

Sd/-(YUDHBIR SINGH DADWAL)  
COMMISSIONER OF POLICE DELHI.

OB NO. 19/2010

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