

Toolkit for Police at **Mahila & Shishu Desk**



Women and Child Development
Department



**CRIME AGAINST WOMEN & CHILDREN WING
CRIME BRANCH, ODISHA**

Developed by CHILDLINE India Foundation,
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CRIME AGAINST WOMEN & CHILDREN WING
CRIME BRANCH, ODISHA



Sunil Kumar Bansal, IPS
Director General of Police, Odisha

Message

Safety of women and children in a country like India has always been a priority. The Government of Odisha, recognising the importance of the issue, has taken several steps to ensure a safe and secure environment for the women and children. Odisha Police too have been making sustained efforts to provide complete safety to women and children. Establishment of a separate Crime Against Women and Children Wing (CAW & CW) has been a significant step in this direction.

Mahila and Shishu Desk, ever since it was conceptualised, was intended to provide women and children, a sense of confidence whenever they approach a Police Station. The ultimate goal is to provide women and children an environment where they feel safe and free to put forth their issues and grievances without any fear or apprehension in their mind. The objective is to put in a place a robust response mechanism in place.

This toolkit for police officers working at Mahila & Shishu Desk will provide all the necessary information that they might need while discharging their duty at the Help Desk. It will equip the officers to actively guide and help women and addressing their issues and grievances appropriately and effectively.

I congratulate ADGP, CAW & CW for bringing forth this document and UNICEF for supporting the same. With their efforts, this toolkit will now be available to the officers who can immensely benefit from it.

A handwritten signature in blue ink, appearing to read 'Sunil'.

(Sunil Kumar Bansal)



Rekha Lohani, IPS
Addl. Director General of Police,
Crime Against Women & Children Wing (CAW & CW), Odisha

Message

Women and children together constitute 67.7 % of the country's population as per 2011 Census. Hence, it is imperative to look into their safety, security and ensure that they are able to access all the rights that is guaranteed to them by the Constitution of India. It is one of the responsibilities of the police to uphold and enforce the laws impartially, and to protect life, liberty, property, human rights, and dignity of the members of the public.

Odisha Police recognizes that the officers can function at their finest when they are constantly updated regarding all the relevant information, latest laws, rules and new and innovative methods to deal with the issue in hand. Information is critical to the ability to make good decisions and respond effectively, and it is the key to enhanced and informed discharge of duty.

In view of the above, a toolkit has been prepared for Police at Mahila & Shishu Desk. The Mahila & Shishu Desks aims at being a point of contact for any women or children walking into a police station and to make the Police Stations more women and child friendly and approachable. Hence, the officials deputed there are expected to have all the relevant information regarding the various reporting options by means of which women/ children can report an issue or grievance. They are required to be empathetic to victims and proactive in coordinating and collaborating with stakeholders at different level working for women and children.

As the officers at the Mahila & Shishu Desk need to have knowledge of such a wide spectrum of information, the toolkit so prepared is expected to come in handy and facilitate ease of access to relevant information to the officers. I am certain that our efforts will pan out, making Odisha, a space that empowers women and children by providing them freedom from all kinds of violence.

A handwritten signature in blue ink, appearing to be 'Rekha Lohani'.

(Rekha Lohani, IPS)



Bhaskar Sharma, I.A.S
Commissioner- cum- Secretary
W & CD Department

Message

Women and children are sometimes denied their rights and entitlements, leading to various physical, mental and social consequences. Supporting initiatives to address Gender Based Violence is a mandate of Women and Child Development Department which has been working for the overall development of the children and women through a host of specially designed schemes and programmes.

In collaboration with Police, WDC Department plays a crucial role in prevention and coordinated response in instances of violence against women and children. We have infrastructure and human resources that are placed at every district for addressing the issues that pertain to women and children's lives. With the help of Mahila & Shishu Help Desk, Women and Child Development Department is getting support on field to ensure convergence and take joint initiatives for the women and children's access to their rights.

I am grateful to Crime Against Women and Children Wing under crime branch for this handbook which demonstrates a roadmap consisting a pool of knowledge for any woman or child victim on their journey to justice.

A handwritten signature in blue ink, appearing to read 'Bhaskar'.

(Bhaskar Sharma)



Neha Naidu
Child Protection Specialist
UNICEF, Odisha

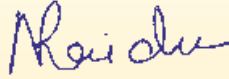
Message

The protection of women and children is one of the cardinal tasks of a nation. And, India is a country that has taken effective steps towards attaining this object. All children are vulnerable by virtue of their age and so can be easily exposed to harm, injuries, violence, and exploitation whereas women are considered vulnerable owing to various social, economic, political and cultural factors.

The police has the fundamental duty of preventing crimes, and reducing the opportunities for the commission of crimes through their own preventive action and measures as well as by aiding and cooperating with other relevant agencies in implementing due measures for prevention of crimes. Keeping in view the above, the Odisha Police from time to time has taken active and innovative measures to address the issue of violence against women and children in Odisha. The MOU recently signed by the Odisha Police with UNICEF Odisha is another pivotal step to effectively deal with the said issue in the state.

The joint collaboration of Odisha Police and UNICEF Odisha aims at resolving the issue in hand by means of active intervention and guidance in form of trainings, workshops, sensitization programs and books and guides that the officers can bring to use while dealing with issues of crime against women and children. The Tool kit for police personnel at Mahila & Shishu Desk has been developed so as to provide an exhaustive amount of information in a comprehensive manner to help make the task of the officers therein smoother and primed.

UNICEF Odisha intends to walk hand in hand with the Odisha Police to achieve the aim of making Odisha a safe abode of women and children.


(Neha Naidu)

Abbreviations

ADGP	Additional Director General of Police
ANM	Auxiliary Nurse Midwife
ASHA	Accredited Social Health Activist
AWW	Anganwadi Worker
CAW & CW	Crime Against Women and Children Wing
CBO	Community Based Organisation
CCI	Child Care Institution
CDPO	Child Development Project Officer
CEO	Chief Executive Officer
CrPC	Criminal Procedure Code
CWC	Child Welfare Committee
DCPO	District Child Protection Officer
DCPU	District Child Protection Unit
DFCC	District Family Counselling Centre
DGP	Director General of Police
DIG	Deputy Inspector General of Police
DLSA	District Legal Services Authority
DM&HO	District Medical and Health Officer
DPO	District Probation Officer
DRDA	District Rural Development Agency
DWAMA	District Water Management Agency
DWO	District Welfare Officer
FIR	First Information Report
ICDS	Integrated Child Development Project
IO	Investigation Officer
IPC	Indian Penal Code
ITDA	Integrated Tribal Development Agency
JJB	Juvenile Justice Board
MSD	Mahila & Shishu Desk
MHA	Ministry of Home Affairs
NCRB	National Crime Records Bureau
N.F.H.S	National Family and Health Survey
N.G.O	Non-Government Organisation
P.H.C	Primary Health Centre
PO	Protection Officer
PRI	Panchayat Raj Institutions
SP	Superintendent of Police
UNICEF	United Nations International Children's Emergency Fund
VCPC	Village Child Protection Committee
WCD	Women and Child Development

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1. Introduction

Violence against women means more than physical violence. It includes sexual, emotional, psychological and financial abuse. On an international level, the United Nations Declaration on the Elimination of Violence against Women defines the term violence against women as any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life.

Research has shown that the significant drivers of violence against women include: the unequal distribution of power and resources between men and women; and an adherence to rigidly defined gender roles and identities. Attitude of society that condones or tolerates violence is recognised as playing a central role in shaping the way, individuals, organisations and communities respond to violence & justify it. The prime culprit is the notion that it is legitimate for a man to use violence against women and that men cannot be held fully responsible for violent behaviour (due to anger or sexual urges). The impact of violence is trivialised labelling it as normal or internal family matter not warranting any action and the blame is shifted from the perpetrator to the victim.

Incidences of family violence, abuse, human trafficking and child marriage etc, hamper the wellbeing of women and girls and result in long term psychological consequences while stigma attached to survivor also results in under-reporting for fear of re-victimisation. Therefore, very few women seek solutions outside family and fewer women report to authorities.

The Odisha State has been one of forerunners in envisaging safety requirements of women and children, prioritising safety of women and children and implementing successful initiatives. Pioneering work by Odisha Police has been able to address the diverse issues through wide-ranging activities. The initiatives include establishment of Mahila & Shishu Desks at 608 Police Stations, Investigative Units for Crimes Against Women (IUCAW) to facilitate an integrated and improved response of the police to crimes against Women and children, exclusive Mahila Police Stations in 6 districts for pro-active and people friendly policing, community policing through AMA Police, Parea Payeenkatha Tiye - a social campaign against child sexual abuse.

The Odisha Police in their relentless and continued efforts for making Odisha state a safer place for women and children has now constituted a special wing, "Crime Against Women & Children Wing" under Crime Branch to monitor crimes against women and children and provide quality services to women and children.

1.1 Crime Against Women & Children Wing, Odisha Police :

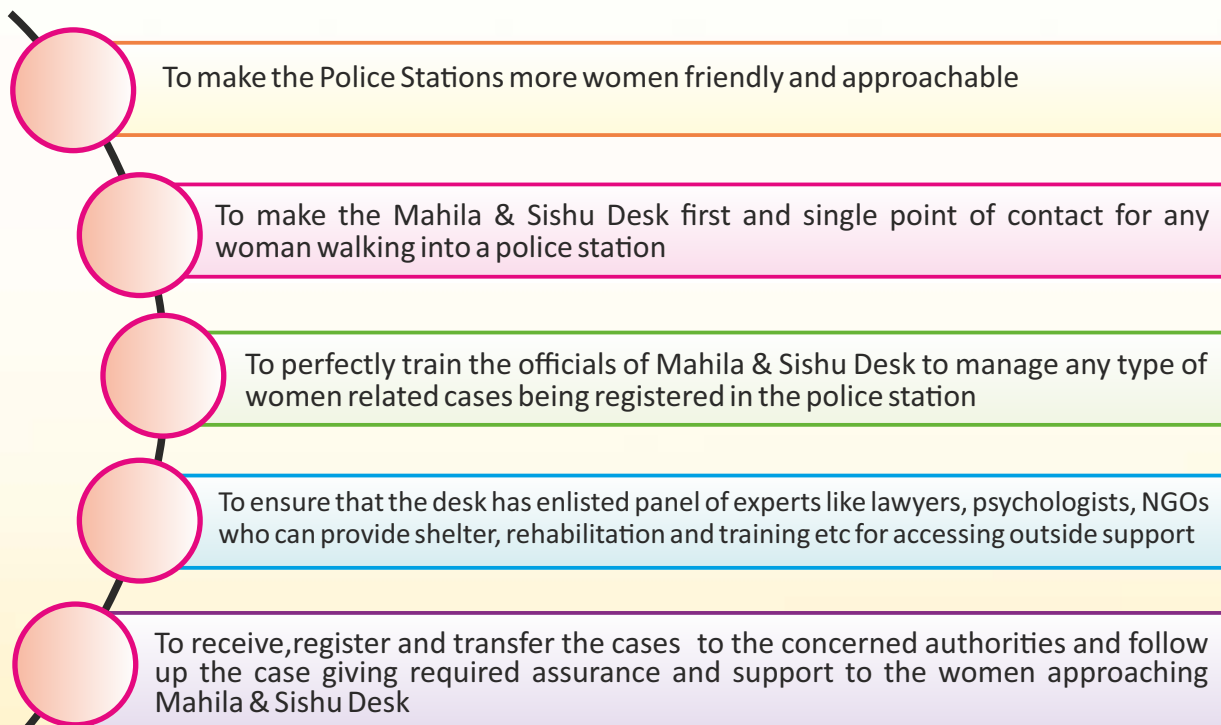
Crime against Women & Children Wing has been established under Crime Branch by Odisha Police with specific objectives, mainly to monitor the investigation and supervision of special cases related to women and children besides, investigating other sensitive crimes. It monitors investigations in specific important cases of crimes against women and children in order to ensure successful prosecution. It co-ordinates with other wings of the state police, CBI and Interpol for dealing with organised crimes.

Apart from monitoring the investigation, this wing also aims to build capacities of the police personnel through periodical trainings on required knowledge and skill-sets to deal with crimes against women and children in an appropriate manner. It also focuses on community policing to prevent instances of crime against women and children in collaboration with community and duty bearers.

1.1.1 A Joint Initiative of Ministry of Home Affairs, Govt. of India and Odisha Police:

Women and children together constitute about 67.7% of the country's population, as per 2011 Census. Ensuring the protection and safety of women and children is crucial for sustainable and equitable development of the country. Considering the rising atrocities and types of crimes against women with new modus operandi, establishment of Mahila & Shishu Desk in every police station was conceptualized by MHA which was transformed into reality by Odisha Police.

1.2. Objectives of Mahila & Shishu Desk:



1.3. Components of Mahila & Shishu Desk:

Incharge officer	The Help Desk should be headed by a woman police officer who should be preferably be not below the rank of SI/ ASI but not below the rank of head constable	Training	Training, orientation and sensitization of both women and men police officials working at or in relation to Mahila & Shishu Desk at police stations	Nodal officer	The states/ UTs shall notify a Nodal officer at district level who will interalia coordinate the functioning of help desks in every police station
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1.4. Expected outcomes of Mahila & Shishu Desk:



1.5 Issues of Women and Children that can be reported at Mahila & Shishu Desk:

Crimes against women	Crimes against children
<ul style="list-style-type: none"> • Eve teasing • Domestic Violence • Workplace Harassment • Dowry torture • Molestation • Desertion • Rape • Bigamy • Cruelty by husband/in-laws • Trafficking • Cybercrimes • Any other crime against women 	<ul style="list-style-type: none"> • Eve teasing • Molestation • Child Marriage • Sexual Abuse • Trafficking • Physical Abuse • Substance Abuse • Sale of children • Illegal Adoption • School related issues • Online safety • Any other crime against children

2. Statistics related to Safety of Women and Children in Odisha:

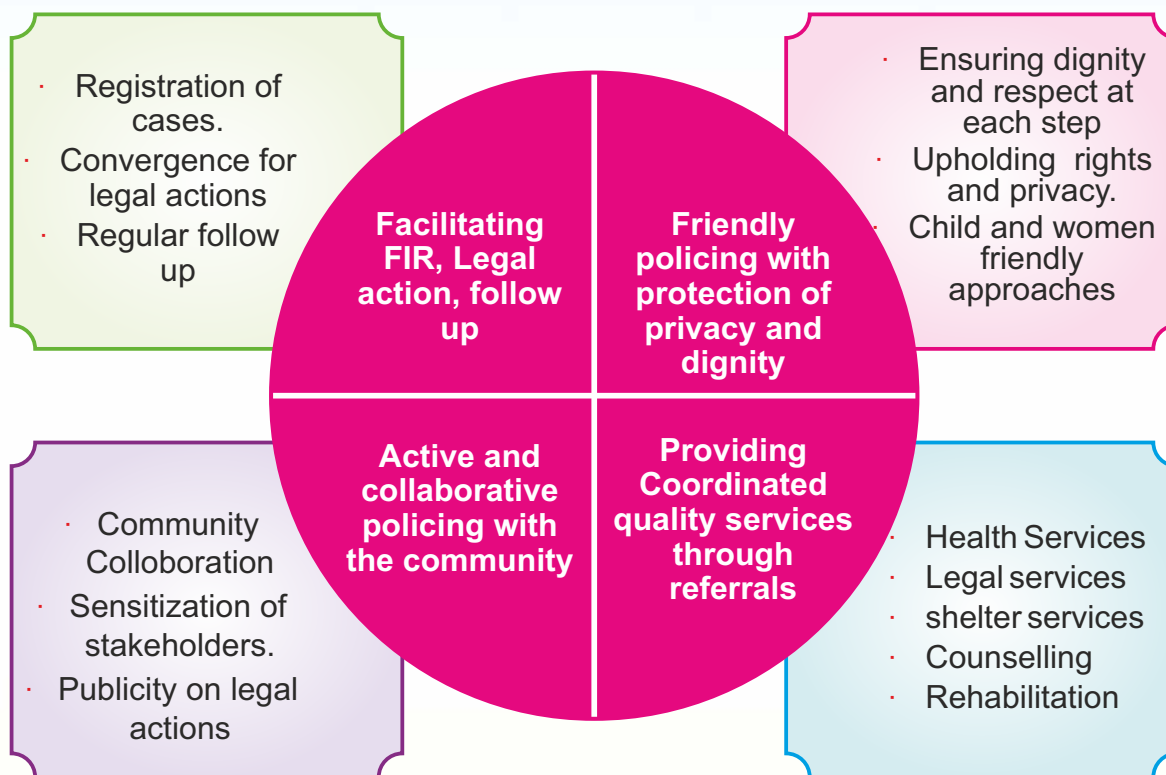
2.1 Crime against women and children reported in 2021 as per NCRB data:



Source:

NCRB 2021: Crimes against Women & Children NCRB 2021: Missing & Traced Children

3. Mahila & Shishu Desk- Features and Services:

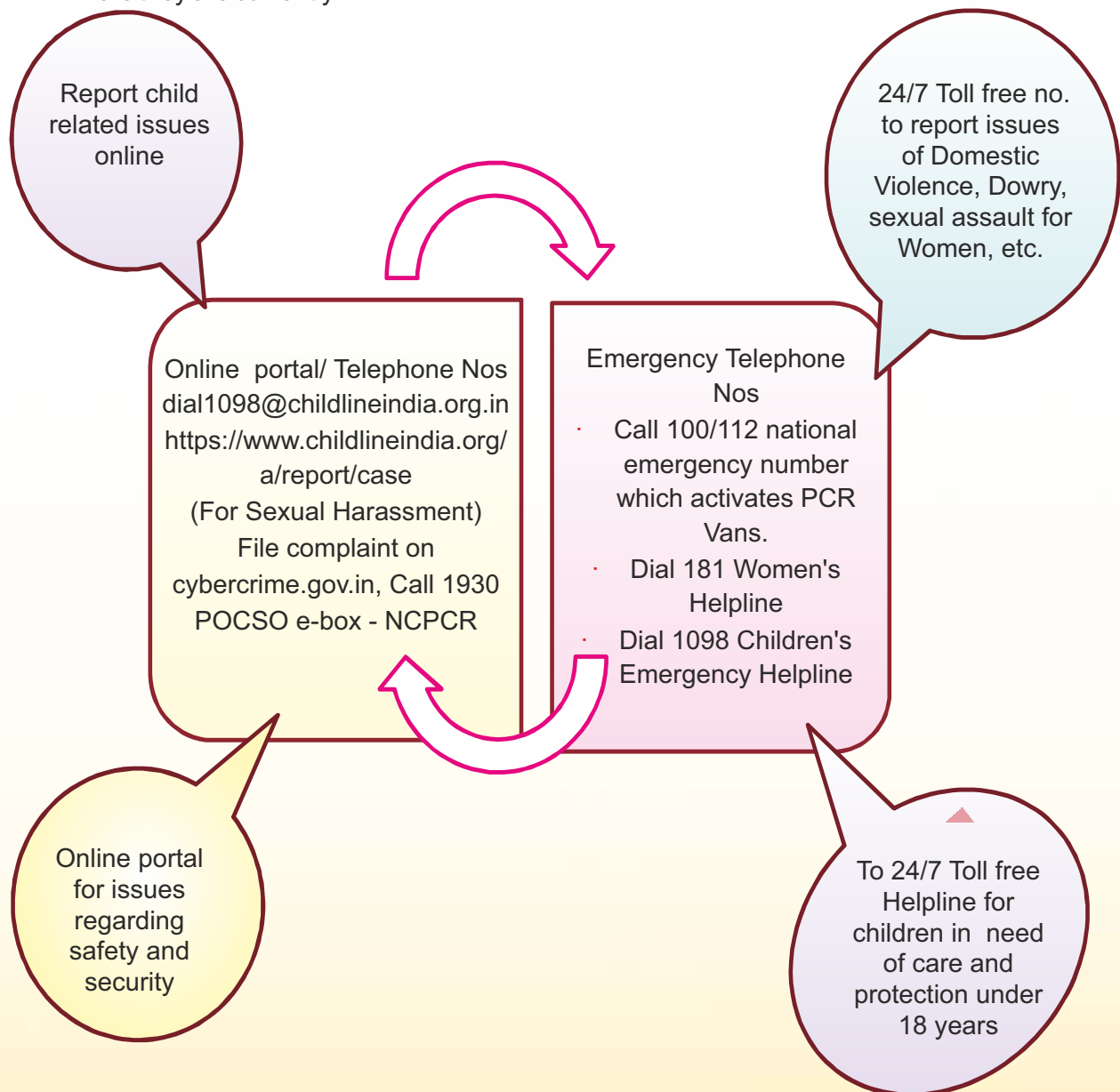


The services of Mahila and Shishu Desk (MSD) are four-fold as depicted above.

- Firstly, approachability of women and children in distress, to reach out to MSD is increased through friendly services and upholding the rights of women and children,
- Secondly, strengthening of investigation through timely registration of complaints, coordination within the department for timely resolution,
- Thirdly, provision of quality referrals for need based services related to health, counselling, rehabilitation and legal support,
- Fourthly, prevention of crimes through joint activities with community and sensitization on legal actions

3.1 Reporting options available for Women and Children to report Issues and concerns.

1. Women and children can reach out to Mahila & Shishu Desk physically and seek help from the officers concerned to file a "First Information Report (FIR)" at the local police station.
2. For online crimes, complainant can register a complaint with the cyber-crime cell of the city where they are currently in.



Case study:

A woman, who has been divorced from her husband and having a 13-year-old daughter, was in relationship with another man. When she came to know that the man was married, she tried to distance herself and informed that she was not interested to continue the relationship. The man refused to listen. He continued to see her in spite of her resistance but since the woman was not cooperating with him, he tried to coerce the women by blackmailing them by sharing the morphed photos of her daughter with nude pictures, adding her school name etc, on face book. The woman got to know about this and being desperate for help, approached Mahila & Shishu Desk.

In this case, what will be the immediate steps that the Mahila & Shishu Desk is supposed to do to relieve her from her misery?



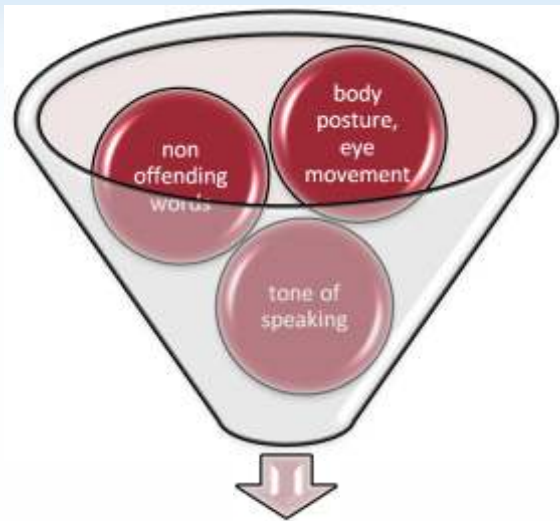
3.1.1 Friendly Policing with Protection of Privacy and Dignity

“Child Friendly” means any behaviour, conduct, practice, process, attitude, environment or treatment that is humane, considerate and in the best interests of the child [Juvenile Justice (Care and Protection of Children) Act 2015].

A child friendly environment should include amenities and facilities that are basic and preferred by children. It includes variety of age appropriate play options, aesthetic and colourful space where children can feel at ease. A supportive environment that is inclusive, protective, and friendly and rights based.

Child friendly process includes justice that is accessible, age appropriate, speedy, diligent, focused on the needs and rights of the child, to participate and understand the proceedings, respect his/ her privacy right to be with family etc.

The friendly approaches are essential in effectively dealing with the victims of crimes against women and children by Mahila and Shishu Desk. More than anything else the victims should not feel threatened and re-victimised and while extending support, their dignity and privacy should be preserved. Victim blaming and insults, rash and rude treatment of victim should not be meted out, so that the victim and her family are confident to seek and receive help from the police station.



Friendly Behavior and Conduct

~~Unfriendly condescending
behaviour or conduct
Intimidating tone, look, stare,
holding gun/ cane
Arrogant/Harsh words, abusive,
insults negative, labelling
Violating personal space, Physical
contact
Chewing tobacco, smoking, drinking
or eating
Using mobile while speaking to
survivor~~

3.1.2 Receiving the complaint; making the complainant feel comfortable.

The first impression of the victim is very important to build the confidence of the victim; therefore making the complainant feel comfortable is the very first step.



3.1.3 Things to remember while taking the complaint:

Once the complainant is made to feel comfortable, the officer taking the complaint needs to show empathy, throughout the process he/she needs to maintain a non-threatening body language, words and gestures in a non-threatening space.

Active listening

- Attentive posture
- Paying full attention
- Not distracted or talking to others/using mobile

Encouraging gestures

- Eye contact
- Nodding head
- Affirming words

Confidence building

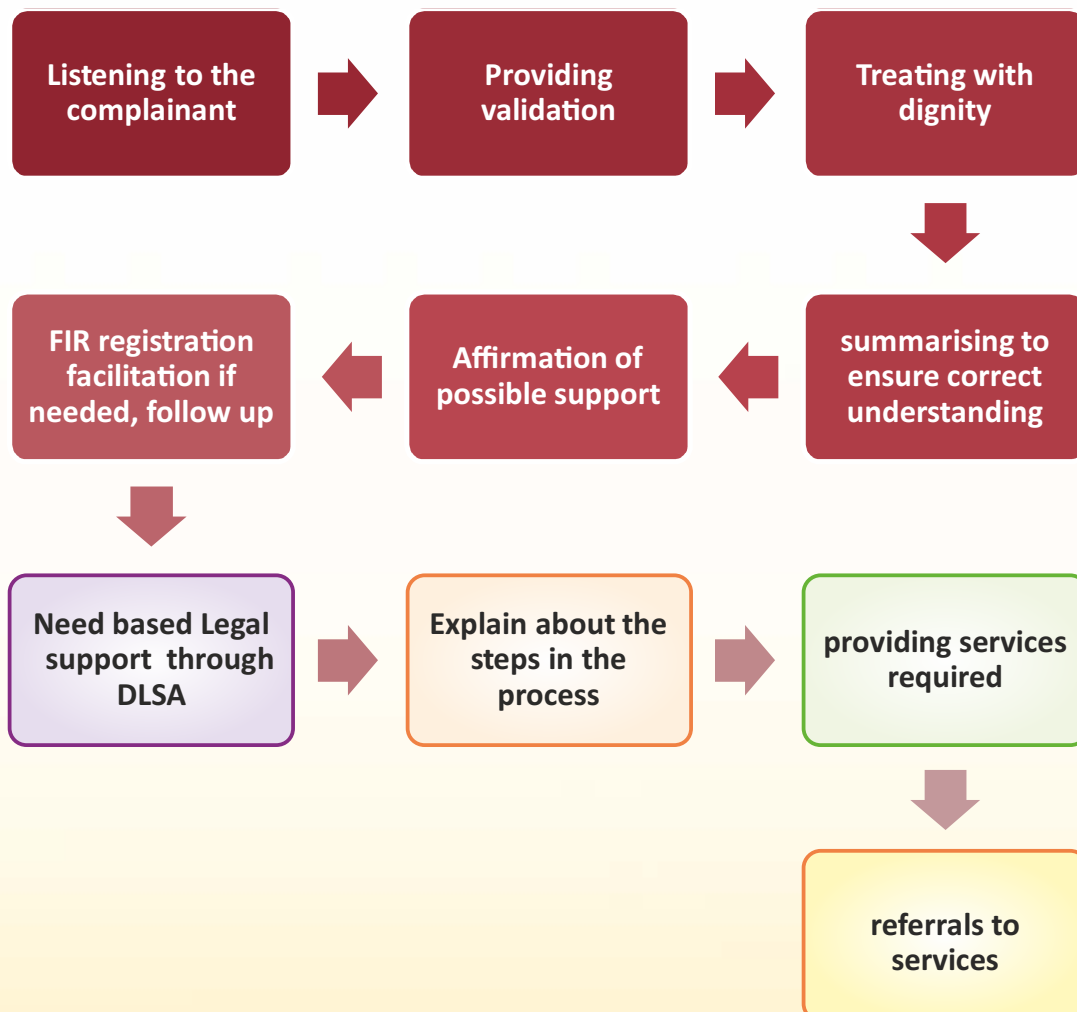
- Treat with dignity maintain respect / provide validation
- Affirm that violence faced is not her fault
- Non judgemental, no blaming words, language
- Providing emotional support

Conducive physical Environment

- A decent place to sit and disclose issues (away from the noise of dealing with other complaints)
- Availability of water, wash facilities
- Ensuring the survivor is not made to speak in the presence of abuser

3.1.4 Process flow for Complaints:

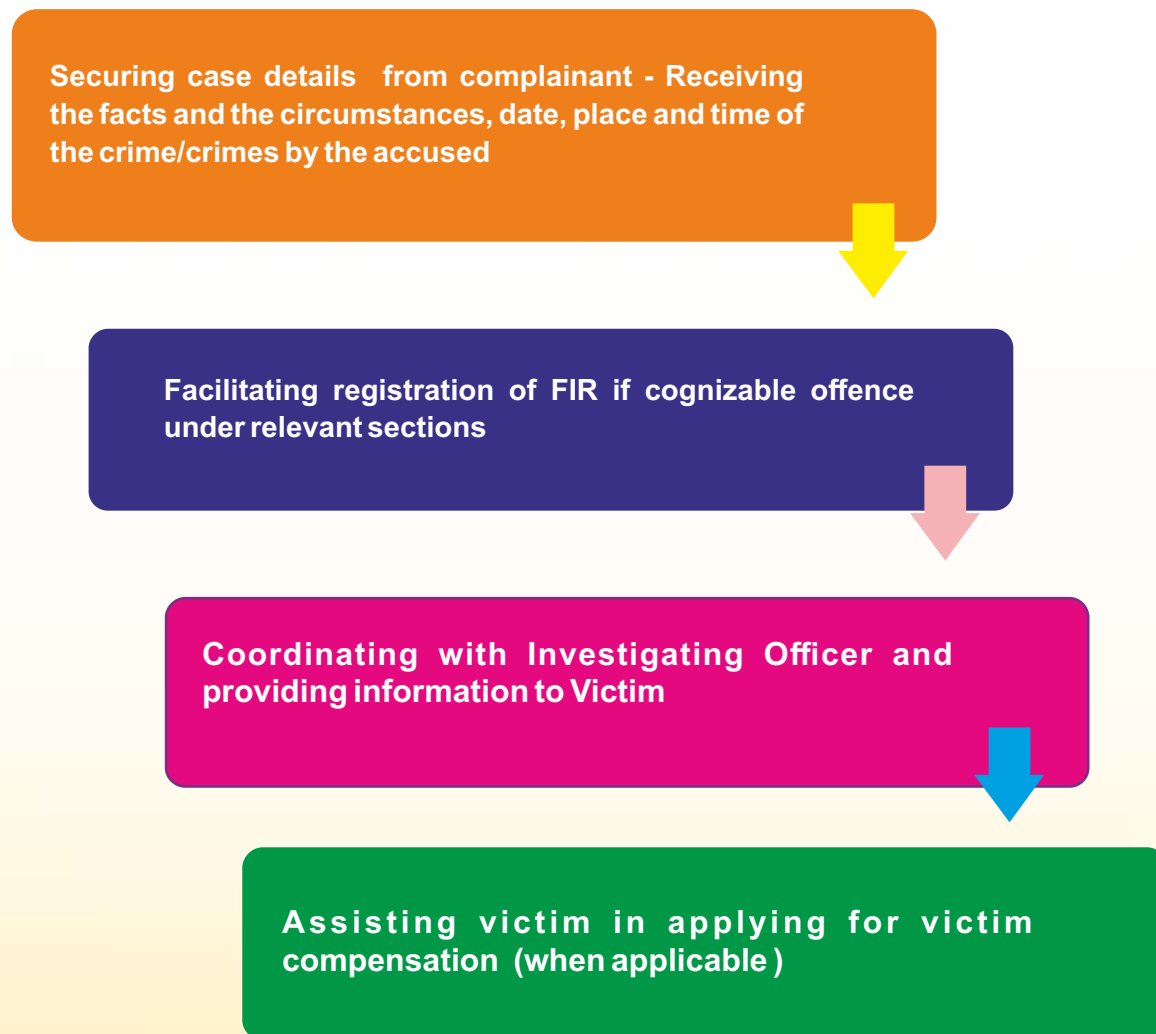
Rapport building with the victim helps the victim to open up more comfortably, as they may be already undergoing trauma due to their issues. Encouraging words, summarising the details to ensure accurate understanding of the details of the crime/offence through open questions and validation are important. Sometimes the victim may feel triggered and emotional and may be unable to narrate continuously. The officer should wait for the victim to regain composure. The facilitation steps include registration of FIR on relevant sections, coordination with the IO for providing the victim with the information regarding steps of investigation and any other support to access services required.



3.2. Facilitating FIR, Legal action, follow up :

3.2.1. Steps in receiving a complaint:

The officer preferably a woman officer at the MSD has the role of facilitating the FIR. Delays need to be avoided normally; otherwise reasons need to be specified for delay in FIR. They should assist in recording of statements in crimes against women and children and by audio-visual means when possible and take steps to protect the identity of the victim. Police also have the role to prevent commission of cognisable offences, therefore may need to facilitate arrest or remand to obtain custody of the alleged abuser / accused to prevent commission of cognisable offences. Apart from the facilitation with the IO, they also need to help the victim/ family apply for victim compensation. The steps are depicted below.



In case the woman does not want to register a complaint, other services and referrals include:

Referring to help lines, 181, 1098 and other related help lines based on need

Referring to counselling (Family counselling, Psychosocial support and One stop centre)

Referring to DLSA for mediation or legal support

Referral to NGOs/ Panchayat/ DCPU for any other services for rehabilitation

Referral to shelter / CCI such as UJJwala homes/ Swadhar /One Stop Crisis Centre

Referral to shelter for children in need of care and protection should be only through production in front of Child Welfare Committee (CWC) and on strength of their order, in case the parent/ guardian is not there/ not fit to care/ protect the child. In case the child is with mother, then efforts should be made not to separate the child from the mother while providing shelter. Special children or mentally ill women need to be placed in appropriate homes meant for them.

3.2.2 Women and child friendly case management:

Case Study-1

An orphan girl aged 15 years who had eloped with a (24 Yr old) man on a false promise of marriage, got sexually abused and deserted. She, being in desperate need of help, approaches Mahila & Shishu Desk. The girl had no details of the man as he had provided fake details and his original identity was not known. The following are the two different ways of dealing with the survivor. Please go through both the conversations and find out which scenario is to be followed at Mahila & Shishu Desk.

Scenario 1

MSD: Hello, what is your name? What happened?

Girl: Narrated the incident.

MSD: Did you know him?

Girl: Yes, We were friends

MSD: He is very much older to you. How did you befriend him?

Girl: He promised to care of me and look after me after marriage.

MSD: Are you mad? How did you blindly believe him? Don't you have commonsense that girls should be careful or you will get into many problems?

Girl: Silent and sad tears rolling down her cheeks, feeling guilty.

MSD: See what happened now. He exploited you and deserted you. Who will be responsible for this. You only gave him the opportunity. Your honor and your family honor are gone now.

And... you are left alone with no option. Where will you stay, who will take care of you. Your family or society will not accept you.

Girl: Continued to cry

MSD: we will try to trace the culprit, meanwhile we will take you to a girl's home, and at least you would become sensible there.

Scenario 2

MSD: Hi, I am Roopa, Officer at Mahila & Shishu Desk. You have come to the right place (MSD). We work for the safety of women and children.

Are you comfortable? Do you want to have some water or food. We are here to help you. We need your complete cooperation.

MSD: May I know your name? Girl replied.

MSD: May I know what has happened?

Girl: Narrated what happened to her.

MSD: How long did you know him?

Girl: I knew him for an year, we were friends

MSD: Ok. What did he tell you

Girl: He gave me gifts, told me that he will take me to the city and marry me. Yes, I believed him. He promised to take care of me and look after me after marriage.

MSD: I understand you trusted him. Sometimes we all can get manipulated and fall for others tricks. It is not your fault!

Girl: Keenly listening but hope showing in her eyes

MSD: The man has abused your innocence, trust and vulnerability. He needs to be punished.

We need your full cooperation in this case to assure you of justice

I know that it must be difficult and frightening for you but I assure you of our support and services.

We will be required to produce you before the competent authority (CWC) to provide you with immediate medical care, shelter and protection.

We also will register FIR based on the information you have provided (read the complaint for her to understand). Please trust us you will be safe.

Girl: What should I do now?

MSD: Stay positive and optimistic, you will soon be alright. We will be in touch with you for the complaint that you have given. We will help you get over this situation as there are counselors who can understand your situation, help and support you.

3.2.3 Do's and Don'ts:

With reference to the above two patterns of conversation, Do's and Don'ts

What we should do/say

- Receive the survivor in the friendly manner.
- Introduce yourself
- Listen attentively
- Validate the incident. It is not fault of survivor.
- Understand and respect emotions of the survivor.
- Provide confidence that they are safe now.
- Help the survivor build confidence and open up.
- Uphold dignity, self-respect of survivor.
- Use friendly and sensitive words in conversation.
- Inform the survivor of further steps/ process.
- Be empathetic.
- Help survivors make right choices.
- Ensure friendly atmosphere with required amenities.

What we should not do/say

- Should not be harsh.
- Should not blame the incident on the survivor.
- Should not hurt the emotions of the survivor.
- Should not look down upon the survivor.
- Should not humiliate by insulting questions, linking to previous history
- Should not be judgemental.
- Should not refuse/ delay the FIR
(Can register zero FIR and transfer to the jurisdiction station)
- Should not make the survivor or the family come to the Police station several times to register FIR.

Words to avoid	Words to use
Arrest, Remand	Apprehend
Convict/Accused/criminal	Child in conflict with law
Charge sheet	Report
Trial	Inquiry
Conviction	Final order
A deaf and dumb child	Hearing impaired and speech impaired
A blind child	Visually impaired or challenged
HIV infected child	Human immune compromised

3.2.4 Mandatory actions by Police in cases of Crimes Against Women and Children:



3.2.5 Punishment to public servant for failure to record FIR in IPC Sections below:

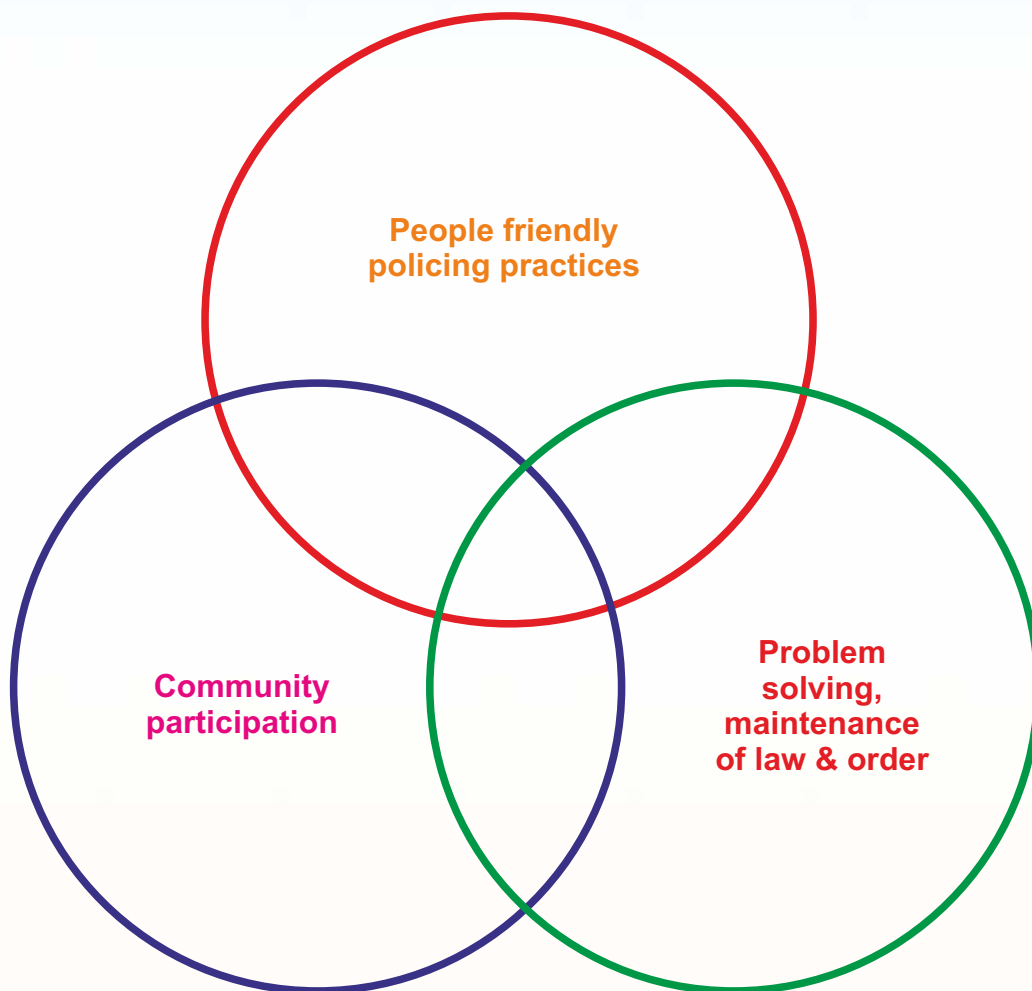


Procedure	Description
Compulsory registration of FIR	<p>Registration of FIR is mandatory in case of cognizable offences under subsection (1) of section 154 of the Code of Criminal Procedure, 1973 (Cr.PC).</p> <p>The law also enables the police to register FIR or a "Zero FIR" (in case the crime is committed outside the jurisdiction of police station) in the event of receipt of information on commission of a cognizable offence.</p>
Punishment to a public servant for failure to record FIR in relation to cognizable offences	<p>Section 166A© of the Indian Penal Code 1860 (IPC) provides for punishment to a public servant for failure to record FIR in relation to cognizable offences punishable under section 326A, Section 326B, Section 354, Section 354B, Section 370, Section 370A, Section 376, Section 376A, Section 376AB, Section 376B, Section 376C, Section 376D, Section 376DA, Section 376DB, Section 376E or Section 509 in IPC.</p>
Medical Examination	<p>Section 164-A of CrPC provides that in rape/sexual assault investigation the victim shall be got examined by a registered medical practitioner under consent within twenty-four hours from the time of receiving the information relating to the commission of such offence.</p>
Dying declaration	<p>Section 32 (1) of the Indian Evidence Act, 1872, provides that the statement, written or verbal, by a person who is dead shall be treated as relevant fact in the investigation when the statement is made by a person as to the cause of his death, or as to any of the circumstances of the transaction which resulted in his death</p>

<p>Sexual Assault Evidence Collection (SAEC) Kits</p>	<p>Preservation & transportation of forensic evidence in sexual assault cases for Investigation Officers and Medical Officers. In order to facilitate the State Police, Bureau of Police Research and Development (BPR&D) has issued Sexual Assault Evidence Collection (SAEC) Kits which have been further issued to all SDPOs.</p>
<p>Not detain any child and women at night in the police station</p>	<p>The Police Officer shall not detain any child at night in the police station for any reason (as per the requirement of Section-24(4), POCSO Act).</p>
<p>When the victim is a minor</p>	<p>Consent and presence of parents may be taken at the time of recording of statement or FIR. If the guardian is not available, consent and presence of a representative of an NGO or a member of the Child Welfare Committee may be taken during recording of the statement or FIR.</p> <ul style="list-style-type: none"> • Recording of the statement of the child must be done in the present of the child's parent/s or an adult in whom the child has trust [Sec 26(1) POCSO Act] • Recorded statement to be read out to the child by the police officer • Recording of the statement should be done at the residence of the child or any other place as per child's choice. • I.O. shall wear plain clothes during interview/investigation (as per Section-24(2), POCSO Act) • The Police Officer, while examining the child, shall ensure that at no point of time, the child comes in contact with the accused, in any manner, whatsoever (as per the mandate of Section- 24(3) & 36, POCSO Act r/w Section- 273, Cr.PC.)

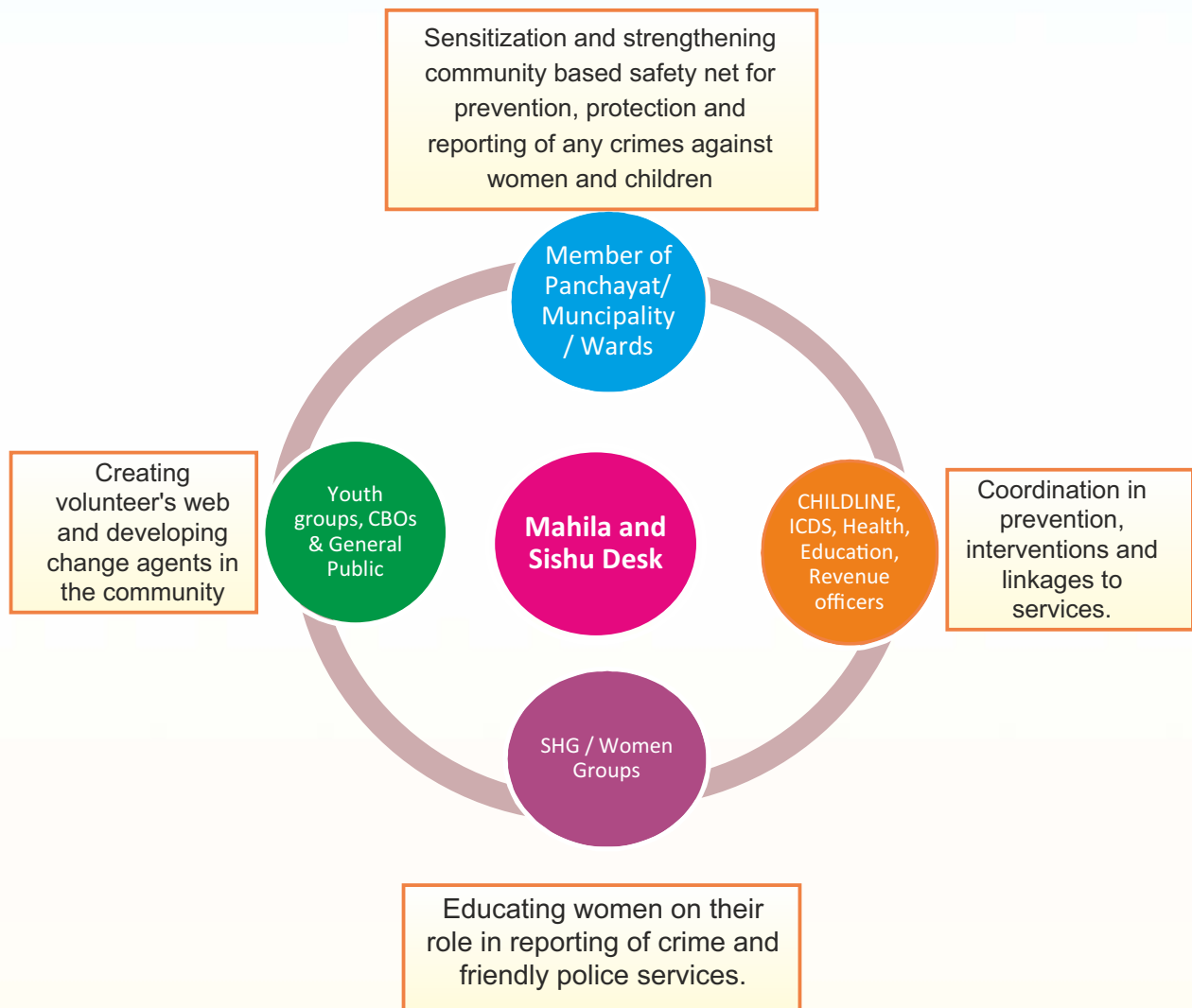
<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • Ensuring that identity of the child is protected from public media (Unless directed by a Special Court in the interest of child) • Recording of the statement should be done with the assistance of translator or interpreter when the language spoken and understood by the child is different. • The child shall be produced before Child Welfare Committee within 24 hours of receipt of such report, together with reasons in writing as to whether the child is in need of care and protection under sub-section (5) of section 19 of the POCSO Act.
<p>When alleged abuser is a child</p> <ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • No FIR shall be registered except when a heinous offence is alleged to have committed by the child or when such offence is alleged to have committed jointly with adults. • In all other cases CWPO shall record the information regarding the offence alleged to have been committed by the child in the GD followed by submission of Social Background Report of the child in Form No 1 and circumstances under which the child was apprehended, to the JJ BOARD.
<p>Oppose Bail application of accused by</p>	<p>If any bail application has been presented by the accused, or on behalf of the accused, before the court, it shall be the duty of the concerned Prosecutor/Investigating officer to inform the victim about such application within appropriate time, in order to give her an opportunity to oppose such application, if she, so desires.</p>

3.3 Community Collaboration & Networking with stakeholders



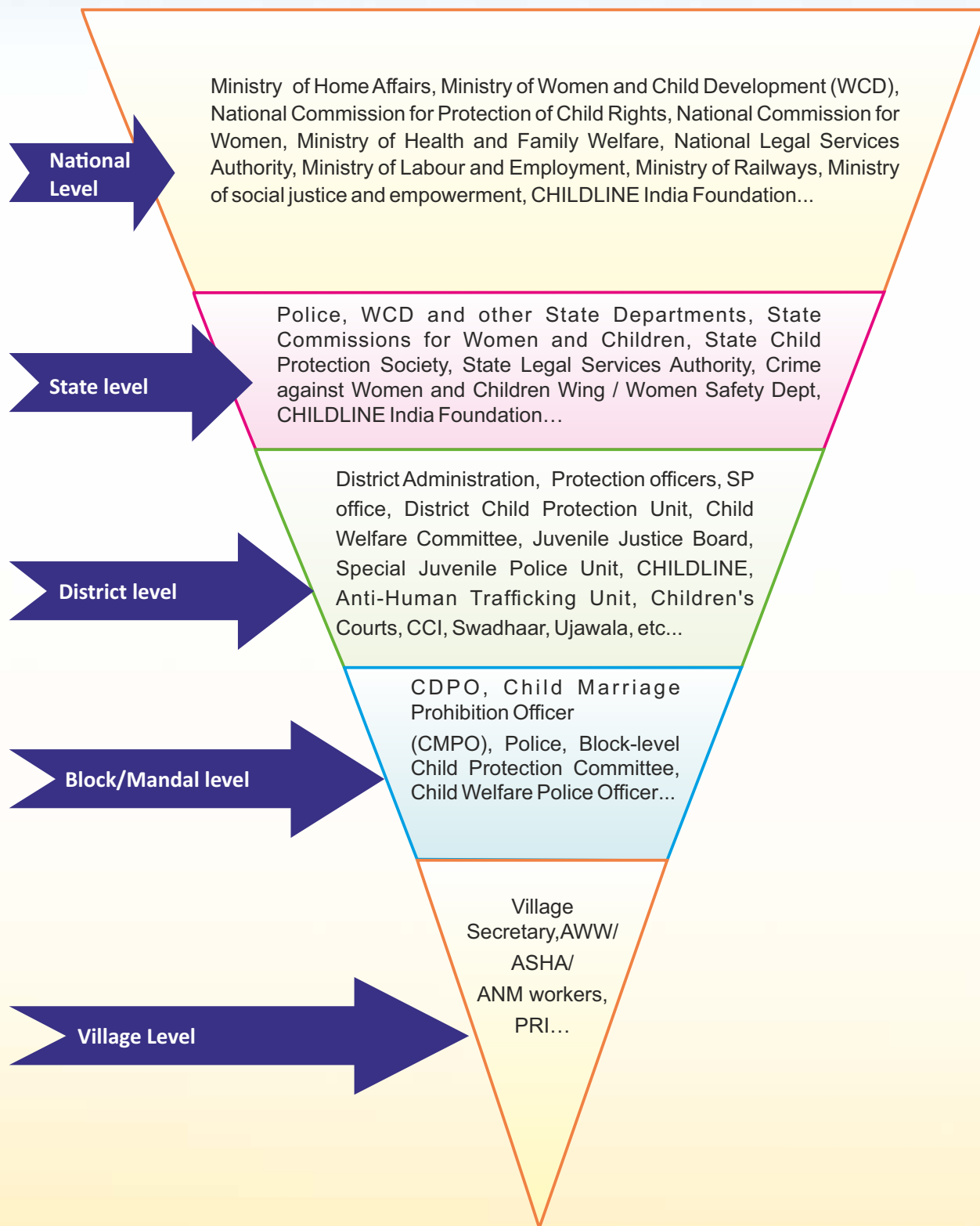
Community policing concept is based on the premise that police officers and community work together in creative ways to help solve community problems. It helps in fostering trust in the police and to improve quality of life in the neighbourhood. In Odisha, one such community friendly policing initiative was launched under the name AMA police in 2013 which provide elaborate guidelines for the functioning of the three tier structure. Several good practices have also been documented.

3.3.1 Proactive and collaborative policing with the community for the Mahila and Shishu Desk



The Mahila and Shishu Desk needs to play an active role in prevention of crime through proactive policing, while collaborating with community institutions and structures as depicted in the picture. They need to provide awareness on their services to ensure that more members of the community utilise their services, as well as referrals by approaching the desk. By being part of the institutions they develop a rapport with the community leaders, members of the different groups and community based organisations who seek their support when required.

3.3.2 Collaboration with various level stakeholders working for the women and children:



The above pyramid depicts various stakeholders at different levels responsible for the well-being of women and children having different roles and responsibilities. Duty bearers from each level have specific roles and responsibilities.

Primary and secondary level stake holders (Child, family, community leaders, peer group, SHGs etc) can play a vital role in prevention, intervention and reporting of crimes against women and children for safeguarding themselves through proactive and collaborative policing.

3.4 Providing Coordinated Quality Services through referrals:

3.4.1 Referral Services through Stakeholders.

Mahila and Shishu Desk have the important task of supporting the survivors of exploitation and violence. The survivors may be in need of other important services like shelter, medical, legal Aid, mediation and emergency helpline services like one stop centres and CHILDLINE1098 to link to services/ schemes/ compensation related to other departments. These services need to be facilitated by the officers of Mahila and Shishu Desk. The diagram below provides an overview of services under each theme.

The officers at the desk need to understand the services, quality of the services, cost if applicable, Government as well as private etc so that they are able to extend timely and quality support to the victims.

In each police station a list of service holders and their contact numbers need to be maintained and updated from time to time.

Shelter

- Shelter Homes
- Swadhar / Ujjwala homes
- One stop centre
- Child Care Institutions
- Shishu Greha
- Homes for women and children run by NGOs.
- Working women hostels

Medical Services

- PHC
- Area Hospital
- District Hospital

Counselling Services

- District Mental Health Specialist
- Family Counselling Centres
- Counselling psychologist/Psychiatrists

Legal Services

- District Legal Services Authorities.
- Advocates from DLSA
- Legal volunteers

Helplines

- 100 Police
- CHILDLINE 1098
- 181 Helpline for women
- Disaster Help line 1077
- Cybercrime Police station 1093

3.4.2 Mapping of Stakeholders by each Police Station:

Stakeholders mapping is crucial to connect and collaborate with stakeholders to provide women and children with required services. For this, Mahila & Shishu Desk needs to identify various stakeholders related to protection, welfare and rehabilitation of women and children in their vicinity.

Mahila & Shishu Desk should maintain the directory with details and contact numbers of all the stakeholders at different levels for their easy coordination and seek any assistance/referrals on a day to day basis.

3.4.3 Stakeholders for children (level – District, Block, Panchayat / Village)

S.No	Stakeholder	Name	Contact Number
1	Child Welfare Committee		
	Chairperson
	Member 1
	Member 2
	Member 3
2.	District Child Protection Unit		
	District Child Protection Officer
	Protection officer (Institutional)
	Protection officer (Non-Institutional)
3.	Juvenile Justice Board:		
	Chairperson
	Member
4	District social welfare Officer
	Dist. Probation Officer
6	Legal Services Authority:		
	DLSA Secretary
	Metropolitan Legal Service
	Authority Secretary
7.	ICDS Project:		
	CDPO:
	Supervisor 1
	Supervisor 2
	Supervisor 3
	Supervisor 4
	Supervisor 5

8. Health and Medical Dept:

DM & HO:
 Addl.DM & H.O:
 District Hospital:
 Areas Hospital:
 PHC Medical Officer :
 Sub Center

9. Labour Department:

Dy. Commissioner of Labour:
 Asst. Commissioner of Labour
 Labour Officer

10. Education Department:

District Education Officer:
 Dy. Education Officer:
 Taluk Education Officer:

11. Children Homes:

Govt. Children's home
 Superintendent:

12. Shishu Gruha Manager:

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13. Homes for Special children

.....

14. Observation Home –In charge

.....

15. Special home- In charge

.....

15. Children Homes:

.....

16 CHILDLINE 1098

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Director

Coordinator

Team Member

3.4.4 Stakeholders and Services for Women:

S.No	Stakeholder	Name	Contact Number
1.	District Welfare Officer
2.	District Family Counselling Centre
3.	State Home- Superintendent
4.	Swadhar Home- In charge
5.	Ujjwala Home- In charge
6.	Working women Hostels
7.	One Stop Centre
8.	Skill Development Centre
9.	Old Age home- In charge
10.	Special Homes
11.	Other if any

3.4.5 Stakeholders for other referral services:

S.No	Stakeholder	Name	Contact Number
1.	Dist. Welfare Officer
2.	Dist. SC Welfare Officer
3.	Project Officer-ITDA
4.	Manager- Skill Development
5.	DRDA-Project Director
6.	Zilla Parishad CEO
7.	DWAMA- Project Director
8.	Psychiatrists (Govt/ PRIVATE)
	1.
	2.
	3.
	4.
9.	Vocational Training Centre
10.	Local NGO (Working in the

Annexure I

General principles to be followed in dealing with the children under JJ Act

S.no	Principle	Description
1.	Principle of presumption of innocence:	Any child shall be presumed to be an innocent of any mala fide or criminal intent up to the age of eighteen years
2.	Principle of dignity and worth	All human beings shall be treated with equal dignity and rights.
3.	Principle of participation	Every child shall have a right to be heard and to participate in all processes and decisions affecting his interest and the child's views shall be taken into consideration with due regard to the age and maturity of the child
4.	Principle of best interest	All decisions regarding the child shall be based on the primary consideration that they are in the best interest of the child and to help the child to develop full potential
5.	Principle of family responsibility	The primary responsibility of care, nurture and protection of the child shall be that of the biological family or adoptive or foster parents, as the case may be.
6.	Principle of safety	All measures shall be taken to ensure that the child is safe and is not subjected to any harm, abuse or maltreatment while in contact with the care and protection system, and thereafter.
7.	Positive measures	All resources are to be mobilised including those of family and community, for promoting the well-being, facilitating development of identity and providing an inclusive and enabling environment, to reduce vulnerabilities of children and the need for intervention under this Act
8.	Principle of non-stigmatising semantics	All measures shall be taken to ensure that the child is safe and is not subjected to any harm, abuse or maltreatment while in contact with the care and protection system, and thereafter.
9.	Principle of non-waiver of rights	No waiver of any of the right of the child is permissible or valid, whether sought by the child or person acting on behalf of the child, or a Board or a Committee and any non-exercise of a fundamental right shall not amount to waiver.

10. Principle of equality and non-discrimination:	There shall be no discrimination against a child on any grounds including sex, caste, ethnicity, place of birth, disability and equality of access, opportunity and treatment shall be provided to every child.
11. Principle of right to privacy and confidentiality:	Every child shall have a right to protection of his privacy and confidentiality, by all means and throughout the judicial process.
12. Principle of institutionalisation as a measure of last resort: A child shall be placed in institutional care as a step of last resort after making a reasonable inquiry.	
13 Principle of repatriation and restoration:	Every child in the juvenile justice system shall have the right to be re-united with his family at the earliest and to be restored to the same socio-economic and cultural status that he was in, before coming under the purview of this Act, unless such restoration and repatriation is not in his best interest.
14. Principle of fresh start:	All past records of any child under the Juvenile Justice system should be erased except in special circumstances.
15. Principle of diversion:	Measures for dealing with children in conflict with law without resorting to judicial proceedings shall be promoted unless it is in the best interest of the child or the society as a whole.
16. Principles of natural justice:	Basic procedural standards of fairness shall be adhered to, including the right to a fair hearing, rule against bias and the right to review, by all persons or bodies, acting in a judicial capacity under this Act.

Annexure II

Principles to be followed while dealing with women in difficult circumstances:

S.no	Principle	Description
1.	Principle of respect and dignity	A women shall be treated fairly and equally with respect and dignity and shall not be discriminated against on the grounds of race, sex, language, religion, political or other status.
2.	Uphold rights	A core mandate of the women protection system is to uphold the rights of women keeping them safe and promoting their physical and mental well-being.

3. Principle of prevention	Providing redressal, rehabilitation and reintegration, through a robust legal framework, procedures, and linkages between duty bearers and members of society, in a manner which prevents the re-occurrence of the act of violence or abuse.
4. Principle of safety	At all stages, from the initial contact till such time as the woman remains in contact with the care and protection system, and thereafter, she/he shall not be subjected to any harm, abuse, neglect, maltreatment, and extreme care shall be taken to avoid any harm to the sensitivity of the woman.
5. Principle of right to access justice	<p>A woman shall have a right to prompt access to legal and other appropriate assistance as well as the right to challenge the legality of any action taken.</p> <p>A woman shall have the right to prompt and just legal remedy, access to remedies for immediate and effective assistance, shelter homes and protection which seek to ensure that the relevant organs of the State give full effect to the provisions of the Relevant Acts.</p>
6 Principle of last resort	Institutionalization of a woman shall be a step of the last resort after reasonable inquiry and that too for the minimum possible duration.

References:

- F.No.15011/171/2019-SC/ST-W Government of India, Ministry of Home Affairs, Women Safety Safety Division
- Juvenile Justice (Care and Protection of Children) Act, 2015
- MWCD-Annual Report: 20-2021.
- NCRB 2021: Crimes against Women & Children
- National Family and Health Survey: 2019-20
- Odisha Police website; <https://odishapolice.gov.in>
- The Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)
- The Immoral Traffic (Prevention) Act, 1956
- The Indian Penal Code, Act -1860
- The Information Technology Act, 2000
- The Protection of Children from Sexual Offences Act, 2012
- The Protection of Women from Domestic Violence Act, 2005.





Women and Child Development
Department



**CRIME AGAINST WOMEN & CHILDREN WING
CRIME BRANCH, ODISHA**