

From

The Director,
Women & Child Development Department,
Haryana, Panchkula.

To

All Protection cum Prohibition Officers of
Haryana.

Subject:- No. 22641-61 WCD/ Cons./2014 dated the: 21-8-14
Standing Operating Procedures- Special Cell for Women and Children.

With reference to the subject cited above, kindly find the enclosed copy of approved Standing Operating Procedures.

You are directed to work accordingly as per the Standing Operating Procedures (SOPs) for effective functioning of Special Cells for Women and Children.

o/c

Additional Director
for Director, Women & Child Development Deptt;
Haryana, Panchkula. Opt

Endst. No. 22662-82

Cons./WCD/2014, dated:- 21-8-14

A copy of the above is forwarded to the following for information and necessary action:-

1. All District Programme Officers of Haryana.

o/c

Additional Director
for Director, Women & Child Development Deptt;
Haryana, Panchkula. Opt

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Government of Haryana
Department of Women and Child Development
(Special Cells)

Panchkula, the 8th August, 2014

Protocols/Standard Operating Procedures - Special Cells for Women & Children, Haryana

Introduction:-

The Special Cells for Women & Children programme in Haryana is jointly implemented by the State Departments of Home and Women & Child Development, and is located within the Police system at district-level. This protocol document has been prepared by the Resource Centre for Interventions on Violence Against Women, Tata Institute of Social Sciences, Mumbai, to support the smooth functioning of Special Cells programme in Haryana State, on a sustainable basis.

This issue with the approval of the Principal Secretary (WCD), Government of Haryana. It is a live document that may be updated by the Department of WCD as and when necessary, as per the needs of the programme on the ground.

Purpose and Scope

This document for Standard Operating Procedures for Special Cells in Haryana lays out the basic protocols and some underlying principles for the functioning of these Cells as the offices of the Protection cum Prohibition Officers (PPOs) appointed at district level in the State (one for each of 21 districts in all). The purpose and primary goal of this document is to ensure that these basic protocols be followed henceforth in the functioning of these offices and the entire Special Cell programme in the State on a sustainable basis, through the clear outlining of processes and components of the work undertaken thereby/in vide lucid language and explication.

The Standard operating procedures outlined in chapter 5 (Practices/SOP) are of particular relevance to PPOs themselves.

1. Mission-vision statement, principles/approach of Special Cells for Women and Children

1.1 The Special Cell for Women and Children is a Programme of the State Departments of Home and Women and Child Development, established to ensure State-led response to violence against women (VAW) and the issue of child marriage, on the ground. The Special Cell undertakes its work within the framework of Indian Constitution, and work towards ensuring that women and children are recognised as individuals, with equal rights and opportunities in Society, including the opportunity to live peaceful violence free life.

1.2 The Special Cell established by the Government of Haryana in all districts of the State is located within the office of the Superintendent of Police (or at District Police headquarters), to work with a clear understanding that Domestic Violence against Women and Solemnisation of Child Marriages is a crime, against them and the society, and that it is the responsibility of the State to prevent, protect and counter it. The Protection-cum-Child Marriage Prohibition Officer (PPO) appointed at each Special Cell under Section 8 of the Protection of Women from Domestic Violence Act 2005 (PWDVA) and Section 16 of the Prohibition of Child Marriage Act 2006 (PCMA), therefore would be an officer of the court and the violated women / children- a bridge between women/ children and Justice.

2. The Special Cell's Approach

2.1 The **Special Cells' ideology of work** is essentially multifaceted in nature, and is based on its perspective on the issue of domestic violence against women and child marriages. One key aspect of the Special Cells ideology is that it focuses its work on the issues of Domestic Violence against women with a pro woman understanding that legitimizes the violated woman's concerns and needs.

2.2 The Special Cells recognize that a violated woman is one who has experienced violations of rights and/or physical/sexual/economic/verbal and emotional abuse in private spheres of her life, and that she is not responsible for the violence inflicted on her.

2.3 The Special Cells' work is directed towards:

- I. Rebuilding violated women's self-esteem, self-worth and dignity.
- II. To perform the role of the Protection Officer under the PWDV Act 2005.
- III. To perform the role of the Prohibition Officer under the PCM Act 2006.
- IV. Offer immediate services in cases of family violence and atrocities against women in the form of -
 - i. Work with Magistrates/Police in registering complaints under PWDV Act 2005 and in any other matter.
 - ii. Counselling/mediation.
 - iii. Referral to family service agencies and other services including medical, psychiatric, educational and vocational.
 - iv. Legal aid.
 - v. Any other assistance.
- V. Be a liaison between Police and organisations for women and children.
- VI. Create awareness among women/children themselves, among professional groups and general public of the provisions of PWDV Act 2005 and PCM Act 2006.
- VII. Document the work done.

2.4 It is key to note that in the Special Cells' intervention approach, all processes are pro-woman but not anti-man, and it is important to engage with men to facilitate end to violence and other action based on violated women's expressed needs.

3. Physical operation

3.1 Location within the Police-system is central to the Special Cells' understanding of the essentiality of the State-led redresses of Violence Against Women (VAW) and violated women's rights to quality psycho-social-legal services through placement of trained personnel within the systemic infrastructure. Thus, the Special Cell at district-level in Haryana must be located on the premises of the office of the Superintendent of Police or the district Police Headquarters. Women's Police Stations are recommended locations for Special Cells ONLY in expansion phase and ONLY if the said Women's Police Stations is on S.P./C.P. Office premises or at a central location. The idea is not to ghettoise the issues & dealing of issues of VAW, but to mainstream them – so that all police personnel and the entire system foreground the need to intervene on these.

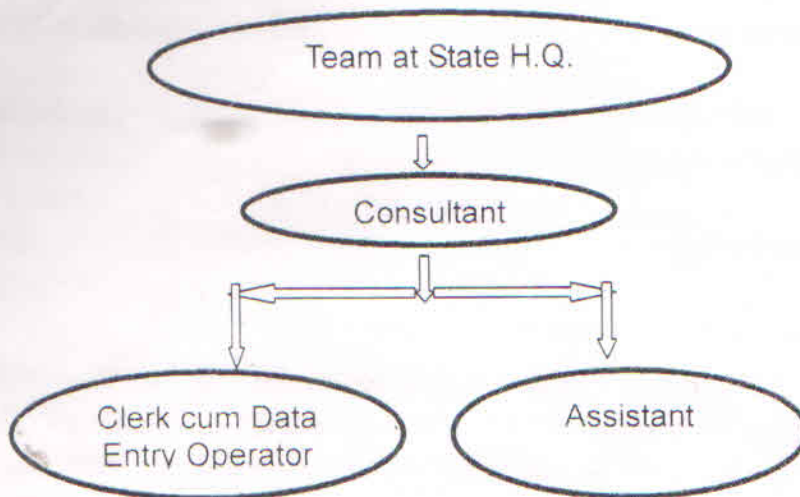
3.2 The Special Cell office/unit must have adequate space (2 rooms or 1 large office space with partition) to ensure focused and confidential work with violated woman by Protection Officer and efficient support work by other staff (DEO/clerk, etc.), adequate furniture (2 tables and 4 chairs, at least, as well as seating for those who are waiting, storage like shelves and almirah/metal cupboard that can be locked for legal documents etc.), access to adequate and clean toilet/s & clean drinking water, and adequate material

& boards for public display (e.g. Name and objectives of Special Cells Scheme, DOs & DONTs, etc.), as well as other infrastructure to be harnessed from/provided by the Police (vehicle for home/other collateral visits, extension of Police Station phone line) and DWCD (stationery, computer, intake registers etc.).

4. Personnel :-

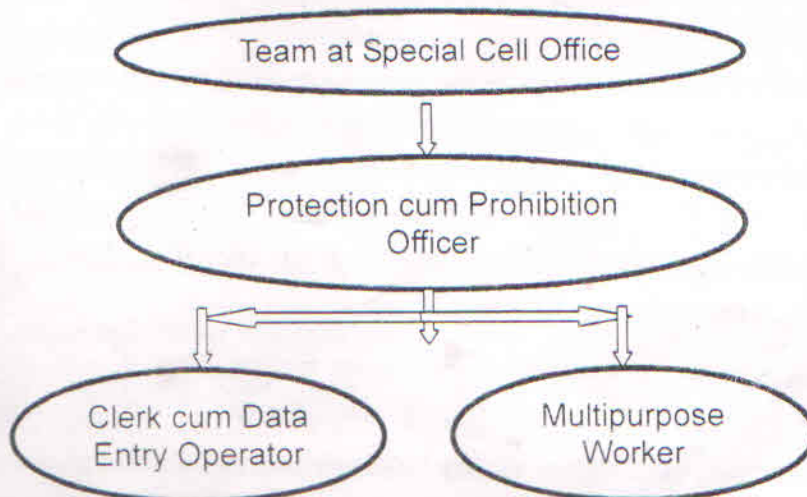
4.1:- The team at the Coordination unit located within the DWCD, at State-level, must comprise of:

- State Consultant
- DEO/clerk
- Assistant



4.2 The team at the Special Cell unit/office must comprise of:

- Protection-cum-Prohibition Officer (PPO)
- DEO/clerk
- Multipurpose Worker



4.3 The District Programme Officer at district-level will support the Special Cell and PPO's work in respective districts in the following manner:

- i. Will facilitate fund-flow to the Special Cell on timely basis.
- ii. Will facilitate official processing and fund flow for reimbursement of PPOs' TA/DA and mobile phone expenses and also the same expenses as incurred by other personnel appointed in the particular Special Cell as approved & forwarded by PPO for reimbursement.
- iii. Provide stationery for correspondence as well as daily activities of the Special Cells, as per written requirement sent by PPO
- iv. Timely advertisement and recruitment (selection and appointment process) for filling any vacant positions of support staff at the Special Cell

4.4 PPO's Role as Protection Officer:

- i. To assist the Magistrate in the discharge of his functions under this Act;
- ii. To make a domestic incident report to the Magistrate, in such form and in such manner as may be prescribed, upon receipt of a complaint of domestic violence and forward copies thereof to the police officer in charge of the police station within the local limits of whose jurisdiction domestic violence is alleged to have been committed and to the service providers in that area.
- iii. To make an application in such form and in such manner as may be prescribed to the Magistrate on behalf of the aggrieved person so desires, claiming relief for issuance of a protection order;
- iv. To ensure that the aggrieved person is provided legal aid under the Legal Services Authorities Act, 1987 (39 of 1987) and make available free of cost the prescribed form in which a complaint is made; (e) to maintain a list of all service providers providing legal aid or counseling, shelter home within the jurisdiction of the Magistrate;
- v. To make available a safe shelter home, if the aggrieved person so requires and forward a copy of the report of having lodged the aggrieved person in a shelter home to the police station and the Magistrate having jurisdiction in the area where the shelter home is situated;
- vi. To get the aggrieved person medically examined, if she has sustained bodily injuries and forward a copy of the medical report to the police station and the Magistrate having jurisdiction in the area where the domestic violence is alleged to have been taken place;
- vii. To ensure that the order for monetary relief under section 20 is complied with and executed in accordance with the procedure prescribed under the Code of Criminal Procedure, 1973 (2 of 1974);
- viii. To perform such other duties as may be prescribed. (2) The Protection Officer shall be under the control and supervision of the Magistrate, and shall perform the duties imposed on him by the Magistrate and the Government by, or under, this Act.

4.5 PPO's Role as Prohibition Officer:

- i. To prevent solemnization of child marriages by taking such action as she may deem fit;
- ii. To collect evidence for the effective prosecution of persons contravening the provisions of this Act.

- iii. To advise either individual cases or counsel the residents of the locality generally not to indulge in promoting, helping, aiding or allowing the solemnization of child marriages:
- iv. To create awareness of the evil which results from child marriages:
- v. To sensitize the community on the issue of child marriages:
- vi. To furnish such periodical returns and statistics as the State Government may direct and to discharge such other functions and duties as may be assigned to him by the State Government.

4.6 Role of State Consultant:

- i. Overall programme development at the state level
- ii. Supervision of various roles and responsibilities and tasks of the PPOs in the Special Cells in the region, and facilitation of programme development
- iii. Overall responsibility for management and administration of the programme.
- iv. Bringing the issue of domestic violence against women at various fora and levels, together with the PPOs.
- v. Facilitating annual performance reviews of PPOs.
- vi. Preparing state level reports from reports of each Special Cell in the districts.
- vii. Planning and coordinating training programmes, and implementing these at the State-level.

4.7 Roles and responsibilities of Clerk cum Data Entry Operator }

- i. The Clerk-cum- DEO will be appointed as deputed in a particular district-level Special Cell and will report to the Protection-cum-Prohibition Officer in charge of the respective office.
- ii. All data entry activities (incl. Register entries, correspondence drafting, electronic mail drafting and response, and any other) – handwritten and/or computerised/typing, as required - as assigned by the PPO in-charge of the Special Cell at which respective Clerk-cum- DEO is appointed
- iii. All clerical activities (incl. Handling postage, record keeping and file-system/register maintenance, and any other) - as assigned by the PPO in-charge of the Special Cell at which respective Clerk-cum- DEO is appointed
- iv. Emergency/ urgent hand-delivery and other out-of-office work as required, as assigned by the PPO in-charge of the Special Cell at which respective Clerk-cum- DEO is appointed.

4.8 Roles and responsibilities of Multipurpose worker

- i. The Multipurpose worker will be appointed as deputed in a particular district level Special Cell and will report to the Protection cum Prohibition Officer in charge of the respective office.
- ii. The work pertaining to sanitary, watch and ward, attending the visitors and all other sundry jobs as may be found necessary by Protection cum Prohibition Officer.

4.9 Performance appraisal mechanism (at the end of every financial year):

- i. The performance appraisal process at all levels should be a participatory one
- ii. Both merit and effort should be equally recognized.

- iii. The performance appraisal system should have built-in rewards for creative and effective work on the issue of violence against women/children.
- iv. The performance appraisal system should recognize that the PPOs of the Special Cells are the programme's assets and wealth.
- v. The two objectives for the performance appraisal process should be to enable the PPO's learn & engage in self- development and to function as a system for rewarding and correcting professional behaviour contract renewal or non-renewal or termination should be based on annual performance appraisal.
- vi. Performance appraisals should not focus on targets, and nor should the programme functionaries feel restricted by the numbers indicated by them in their annual plan and budget. Instead, the focus of performance appraisal should be on the process of work and feeding back into the same.

4.10 Trainings and Meetings

- i. Newly appointed PPOs should be trained for minimum 3 weeks basic training..
- ii. Subsequent to the initial training, PPOs should be given issue-specific trainings/refresher courses on a periodical basis (at least once in three quarters of the f.y.).
- iii. Training policy must be maintained and followed such that: (a) it is always needs based, (b) participatory methodology is used, and (c) it also includes interactive sessions & activities like exposure visits & external learning, retreats and processes to prevent burn-out & build personnel's capacities for stress management; etc.
- iv. Programme review meetings should be held at the DWCD Headquarters on a quarterly basis - minimum 3 times a year. These meetings should be used by the programme personnel at State-level to facilitate process & impact review, and also by the Department itself for taking PPOs' on-ground experience-based inputs into consideration while taking administrative decisions in best interests of the programme and violated women at the grassroots.

4.11 Leave

- i. A women employee eligible for maternity benefit shall be entitled to "full paid maternity leave" up to a maximum of three months or till the currency of the subsisting contract. The benefit shall be admissible only up to the delivery of second living child and Head of Department shall be competent to grant this leave. Further to it, the eligible woman employee in the said category shall also be entitled to maternity leave on 'without pay basis up to a further period of maximum of three months or till the currency of the subsisting contract, whichever is earlier.
- ii. In addition, all staff of Special Cell will also be entitled to 10 casual leave during a calendar year.
- iii. Any other leave by them for any exigency, medical or otherwise, would be without pay.
- iv. For availing leave as per the eligibility, application should be given to concerned office of District Programme Officer.
- v. For availing leave beyond eligibility, application should be forwarded to Headquarters through concerned office of District Programme Officer.

4.12 Attendance

- i. The Special Cell's working hours (09 a.m.-5 p.m.) should be displayed on the board/sign outside the Office and all personnel should be in office no later than 09 A.M. Except for when any one is travelling outside for official work purposes.
- ii. Daily Attendance should be marked in the attendance register within ten minutes of opening time of the office.

- iii. Photocopy of attendance register at the completion of every month should be submitted to the office of concerned District Programme Officer.
- iv. Attendance Register should be open for inspection at all times during office hours.

4.13 Travel and other allowances

- i. **State Consultant** shall be paid TA/DA of initial slab of Class II Officer for perform journey beyond 8 Kms. This issue with the approval of the Director, WCD.
- ii. **Protection-cum-Prohibition Officer** shall be allowed TA/DA of initial slab of Class II Officer if they perform journey outside their jurisdictions. For journey performed by Protection Officers within their jurisdiction, actual fare/expenses shall be paid to them for journeys beyond 8 Kms. District Programme Officer (WCD) will approve the journey out of district and-Additional Director will approve the journey out of State.
- iii. **Protection-cum-Prohibition Officer** shall be reimbursed Mobile phone Bill expenses up to a maximum of Rs.500/- Per Month as per actual costs incurred.

5. Practices/

5.1 Principles & ideology:

- i. The Police is that part of the Criminal Justice System which by mandate interacts most with citizens as it is charged with the maintenance of law and order, and if necessary can intervene in crises with/without the use of force. The Special Cell programme and intervention draw upon this power, and play a complementary role by providing quality psycho-socio-legal service to women & children survivors of violence while being located within the Police system itself.
- ii. Special Cell intervenes in the best interests of violated women, based on their expressed need (i.e. what the woman wants).
- iii. It is important to maintain a balance between both transparency and accountability through proper record keeping documentation and systematic & regular reporting.
- iv. If and when any issues of corruption arise, it is important to follow reporting and investigation procedures as per rules governing a State-sponsored programme. In this and other contexts a code of ethics must be developed participatory under the facilitation of the State-level Coordination unit/office and must also form part of the bases for programme review.
- v. The abovementioned code of ethics, when developed must clearly cover non-negotiable (i.e. acceptance of any extra-salary monetary compensation for services provided in the Cell, violating confidentiality of counselling and other processes with the woman client, sharing contents/copies of application or other case-related papers with anyone other than the party/parties involved in the creation of the same – are all NOT ALLOWED); principles of relationship & conflict management; stand & steps to be taken by PPO & other Cell personnel in situations of child marriage, hostility displayed/violent acts by individuals/groups within the Cell or community, political pressure for case-acceptance/compromise-facilitation/one-sided resolution. At the core of the code of ethics should be the non-negotiable principle for PPOs to act first and foremost only in the interests of the violated woman or child in each case and each development.

- vi. There must be a formal recognition and system of debriefing & capacity-building for facing work hazards – e.g. transference & counter-transference, stress management, burn-out issues, working overtime, hostility and physical/legal/social risks faced by PPOs in the course of VAW intervention work at grassroots level.

5.2 Process of case intake and handling

- i. When a violated woman or other new client approaches the Cell, she should be encouraged to write an application detailing her situation, and experience of violence (i.e. case history). This is important as the DIR format as it exists may not accommodate all details of the history of violence as experienced and remembered by the woman.
- ii. This application then forms the basis of the registration of the case in the applicant's name in the in-take register, and which is then given a corresponding filing number. The complaint itself must be registered in the aggrieved woman's presence only.
- iii. *One-time intervention* is that case wherein no application has been submitted by the violated woman/client to the Cell and wherein her case has not been registered by name in the in-take register (nor been given a corresponding filing/PU number).

Where a man approaches the Cell, we consider it an opportunity to reach the woman and find out about her needs and intervene in her best interests in the situation of violence or distress. Hence, we engage with him and register & take up the case. If a man comes with a request for the Cell to register a woman's complaint (his daughter, sister, friend etc.) then we encourage him to accompany the woman to the Cell so that she can interact directly with the PPO and submit her own application. In such case, the interaction with the man who originally approached the Cell should be recorded as 'one-time intervention'.

'Mediation' and 'counselling' – are terms used to refer the intervention process carried out by the PPO in responding in a contextual and case-specific manner to the needs of violated women approaching the Special Cell, as per the programme approach and principles, which go beyond mere recording of DIRs and assisting in filing of applications to the District JMJC for relief orders. Hence, the intervention process in each case comprises of both individual and joint meetings as required in the process of facilitating the particular case at hand. Individual meetings may be held with the complainant and the respondent/s, joint meetings may involve both of these parties or other stakeholders also invited to the Cell for the same based on the violated woman's consent. During these meetings and the netire process in fact, information is provided, safety plan is formulated and decisions are facilitated **based on the violated woman's own felt & expressed need. There is and must be no emphasis on or procedure carried out at the Special Cell towards 'compromise' or 'settlement' or only 'reconciliation'. Any process aimed at forcing or 'guiding' compromise, settlement or only reconciliation between applicant & respondent would go against the spirit & letter of the PWDVA 2005, and also against the best interests of the violated woman. Therefore, non-violent reconciliation or restitution of woman's right to residence in shared household is facilitated by the PPO only along with the compulsory filing of DIR., as per the violated woman's right to self-determination under the PWDVA 2005 and as under the Indian Constitution.**

- IV. Filing of DIRs must be done by the PPOs as per the format provided for under the PWDVA 2005, in each and every case related to domestic violence. A copy of each must be forwarded to the judicial

magistrate of the respective district, or at least to the concerned Police Station/SP Office and the Service Provider as per Section 9 (ii) of PWDVA, 2005. DIRs must be filled and filed by hand, and not by computerised/digital means, to ensure legal validity. As required under the PWDVA, PPO must ensure that the DIR contents are a reflection of what the complainant has shared and that the completed DIR is read out to her and her confirmation is received before finalisation (including signatures etc.). The difference between DIR and application to the Court vide Form II must be explained clearly to the woman complainant, so that she understands that the DIR is her right and is a support mechanism for maintaining record of history of violence as experienced by her, whereas the form II is used only when she wants to take her complaint to the Court with a request for particular reliefs to be granted as per her need.

- V. Home and community visits are made by the PPO, (a) under the PWDVA 2005, financial/economic investigation as per directions of Magistrate; (b) under the PCMA 2006, for awareness activities regarding the criminalisation of child marriage and provisions of the Act, and for counselling & mediation/advocacy activities with families and community bodies to prevent child marriages from taking place as per received information/complaint and (c) for crisis-intervention in cases of VAW (rape, sexual harassment etc.) and DV at community/household-level as per reports/complaints incl. cases in which help is sought /referral is made by Police, and for follow-up activities as well where required.

Other collateral visits to be made by the PPO include: (a) meetings and programmes (workshops, seminars, consultations, campaigns etc.) for better coordination and networking, or advocacy on VAW issues, with other GOs/Department representatives and CSOs (incl. NGOs, women's collectives & groups, CBOs, SHGs & federations etc.), incl. the DWCD itself and the Police (e.g. Participation in District SP's/CP's crime meetings, trainings & meetings organised by State-level Special Cells coordinating unit, etc. is non-negotiable); (b) going to Courts (incl. Offices of judicial magistrates, Family Courts, District & sessions Courts, etc.) to fulfill pre- and during-litigation role of support to violated women and children, incl. Filing applications for injunction or annulment orders under the PCMA 2006 & for relief orders under the PWDVA; (c) accompanying the violated woman to other service providers (regd. Under the PWDVA, or shelter-homes, or government hospitals/health care providers, or free legal aid centres/District Legal Services Authority & State Legal Services Authority etc.) to establish referrals/linkages that empowers and create support system for her.

All such home, community and other collateral visits must be recorded – with date, time, purpose, and time spent, - in the respective Cell's Movement register. This register must also contain record of outside office travel for Cells' work purpose by all other personnel (DEO/clerk, asst. PPO/counsellor etc.) of the Cell unit. One day in the working week should be set aside for out of office visits, and this should be specified on the board of the Special Cell, preferably, to avoid inconvenience to violated women approaching the Cell for registering of new cases. PPOs must try to include awareness generation activities in at least 2 village/city habitations per month in their monthly external visit schedules. Such visits must be planned in advance with the concerned officials of District Administration in order to ensure maximum participation during discussions.

- VI. As per women's expressed needs, the writing of assurance papers at the end of Special Cell-

facilitated joint meetings between the aggrieved woman and the respondent/s is an important strategy. This entails the writing down in words of what has been discussed and agreed upon during the said joint meeting wherein the woman has shared her specific needs (what she wants) based on which the respondent/s assure in writing specific actions and behaviour (e.g. Return of stridhan and other possessions, end to violence and continued cohabitation, etc.). The aggrieved woman and respondent/s involved sign this document written on plain paper in the presence of the PPO/counsellor/assistant PPO. The PPO/other Cell worker does not sign the said document, if she insists on use of stamp paper for the same (i.e. to avoid additional financial burden upon the violated woman or underprivileged individuals/families). The document must clearly (legibly, i.e. readable writing) mention all signatories' names, and the date of writing & signing. The original signed assurance paper is kept at the Special Cell, while a copy of the same may be shared with any of the signatories to the document if/when they ask for it. (A copy of the document is always kept for the violated woman to have with her for future negotiations on her own while continuing to live in the same household or relationships, to ensure an end to/non-revival of violence in the same household). Cell's records, assurance papers may be filed by year or month-wise organisation, but they must have corresponding intake registration number clearly written on top of first page of the document.

VII. In cases where in the PPO assists the aggrieved woman to file application in Court to judicial magistrate for relief or other orders under the PWDVA vide Form II, and in cases where further referrals have been made, as well as in cases where non-violent reconciliation has been facilitated and assured, as well as in prevented child marriage cases, the PPO must undertake follow-up through telephonic and visit (physical) means, on a regular basis. In case of any further problems faced by the woman or child concerned, the PPO must undertake networking and advocacy activities to escalate her efforts to create efficient multi-agency response to the said survivor of violence.

VIII. Through the entire intervention process undertaken by the Special Cell/PPO, there are some key components of the work done – i.e. work with men and other stakeholders to facilitate end to violence, strengthening of woman's self and empowerment activities (incl. Developmental counselling), crisis intervention, referrals for strengthening support system for the woman, financial/economic rights/empowerment facilitation work, etc. Details of all work done, its impact/outcomes under each of these heads should be clearly and regularly recorded in the in-take/case intervention register at the Cell – preferably within a day from the completion of individual/joint meeting and/or other intervention activity.

IX. A clear safety plan must be formulated by the PPO along with each violated woman/child case is dealt with by her. This safety plan must be written down in/added to the in-take register corresponding to the registration in the in-take register.

X. The State-level Special Cell programme coordination Unit as well as the district-level Cells must establish referral systems, and compile and at least annually revise and expand their referral database and resource directories.

XI. In cases of non-domestic VAW, e.g. Rape, sexual harassment at public space/workplace, where the PPOs are referred the case or invited to intervene by Police/other governmental

authorities, the case itself may not be registered in the Cell's in-take register. The details of the intervention process by the PPO in each such case must be recorded in as much depth as possible in the 'unregistered cases file/one-time intervention register'.

XII. PPOs must try to ensure as far as possible that visits by other persons (apart from Special Cell personnel and clients/complainants) to the Special Cell

office are well planned and purposive, and the details of the same should be recorded in the 'Visitor register', with date, time, duration of visit and as far as possible a brief description of discussions during the said visit and/or outcome of the same (to be added later on if applicable).

6. Documentation and Reporting

6.1 Documentation & reporting are both equally important, as they build upon the data organically emerging from work in the Cells (records) and are the basis of collation, compilation, analysis and further presentation. These forms of the data are useful for feeding back into programme impact review & personnel performance review, further capacity building needs assessment, action research-based advocacy on VAW issues & State-led response/intervention, and overall strategic management of the programme.

6.2 The following files/folders/documents need, therefore, to be maintained in each Special Cell:

- i. In-take Register
- ii. Registered applications & case-related documents file/folder
- iii. Unregistered File (one-time intervention register)
- iv. Resource Dairy / Referrals and other resource database/directory
- v. Daily activity dairy
- vi. Despatch Register
- vii. Receipt Register
- viii. Visitor Register
- ix. Movement Register
- x. Summons record Register
- xi. Monthly Progress Report File
- xii. Correspondence with WCD/others
Format File
- xiii. Attendance register
- xiv. Miscellaneous File

6.3 Maintenance of all these documents will be especially useful for regular updating and forwarding of monthly progress report, and for writing case-studies, as well as for the State Consultant & Project Officer to generate action-research ideas, write thematic reports and advocacy documents. These also help the PPO herself in tracking case and intervention progress, and to do follow-up on the same on regular (minimum monthly) basis.

6.4 The monthly progress report in the prescribed format should be submitted to headquarter by the 5th of every month and a copy thereof should be forwarded to concerned district S.P. Office and DPO (WCD).

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6.4 The monthly progress report in the prescribed format should be submitted to headquarter by the 5th of every month and a copy thereof should be forwarded to concerned district S.P. Office and DPO (WCD).

7. Protocols for dealing with applications under Right to Information Act

7.1 The most common feature emerging across Special Cell's work in various States, including Haryana is of male respondents in DV cases seeking copies of the applications submitted by aggrieved women. The application submitted by aggrieved/violated women in the Special Cell cannot be shared with anyone as the relationship between her and counsellor/Cell worker/PPO is one of trust, and fiduciary nature. The Clause 'e' and 'j' of section 8(1) of the RTI Act, 2005 is also important in this context where the relevance of an application cannot be linked to the larger issue of violence against women before the State/law.

7.2 All Protection cum Prohibition Officers of Haryana State working under Domestic Violence Act, 2005 and Prohibition of Child Marriage Act, 2006 shall perform the duties of SPIO at District H.Q. and Consultant will do the same at the H.Q. Similarly, the first appellat authority is Additional Director Women and Child Development Department.

7.3 PPOs may encourage women complainants to explore the option of using the RTI Act to seek income details of the respondent/s in cases where she is seeking compensation or maintenance under the law (PWDVA, 2005 and 125A of Crpc). However, the PPO must not file the RTI application she may assist the aggrieved woman in preparing & submitting such an application.

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Place:- Panchkula

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