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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

+ **W.P.(C) 4827/2024**

ABHISHEK YADAV

.....Petitioner

Through: Ms Mansi Sood, Ms Nimisha Menon
and Ms Ragini Nagpal, Advocates.

versus

DELHI STATE LEGAL SERVICES AUTHORITY & ANR.

.....Respondents

Through: Dr Amit George with Mr Adhishwar
Suri, Mr Arkaneil Bhaumik, Mr
Dushyant Kaul, Ms Rupam Jha, and
Mr Abhinav Pandey, Secretary,
DSLISA.

Mr Aditi Mohan and Ms Puru Lekhi,
Advocates for DHC.

CORAM:

HON'BLE MR. JUSTICE RAJIV SHAKDHER

HON'BLE MR. JUSTICE AMIT BANSAL

ORDER

01.08.2024

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[Physical Hearing/Hybrid Hearing (as per request)]

1. Pursuant to the hearings held on 16.07.2024 and 25.07.2024, a Standard Operating Procedure [in short, "SOP"] has been submitted to heighten awareness of victims concerning their right to receive compensation.
2. We have looked at the SOP submitted by the counsel for the parties, which has been framed after due deliberation and consultation.
3. According to us, the Delhi State Legal Services Authority (DSLISA)

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can effectively carry on its work, which includes disbursing compensation, if victims are made aware that they are entitled to compensation.

3.1 Towards this end, the following protocol is evolved:

1. **Front Offices:** District Legal Service Authorities (DSLAs) will set up a Front Office in a conspicuous place, preferably at the main entrance of the concerned court complex.
2. **Help Desks:**
 - (i) The Advocate and the Paralegal Volunteer (PLV) assigned duty at the Front Office shall be members of the Victim Compensation Help Desk at the Front Office of each DSLA. They shall interact with the victim(s) and resolve their queries regarding victim compensation while maintaining privacy and confidentiality, as required under the law.
 - (ii) If the victim or her/his family member requires or desires it, PLVs shall accompany her/him to the designated courtroom to render assistance in moving an application for interim or final compensation or to inquire about the status concerning its disposal, and/or to respective DSLAs for obtaining information regarding the status of disbursement of compensation as well as availing of free legal aid.
 - (iii) Whenever required, the PLVs would assist victims in availing the services of the counsellor appointed by DSLA for each DSLA.
3. **Nodal Officer:** The dealing official in every DSLA handling



victim compensation matters shall be designated as the **Nodal Officer** to deal with any information/query of the victim regarding victim compensation. The Advocates and the PLVs manning the Victim Compensation Help Desk shall consult the Nodal Officer, if required, to provide the necessary information/assistance to the victim(s) regarding their compensation matters.

4. **Training and Sensitization:** The Advocates as well as PLVs manning the Victim Compensation Help Desk shall be trained, sensitized, and onboarded concerning issues arising from, but not limited to the provisions of ‘The Protection Of Children From Sexual Offences Act, 2012’ [“POCSO Act”], ‘the Protection of Children from Sexual Offences Rules, 2020’ [“POCSO Rules”], and the Delhi Victims Compensation Scheme, 2018 [“2018 scheme”] by the concerned Secretary, DLSA, or his nominees [including domain experts] by the 30th of every month, concerning the duties allocated to them in the coming month. The staff officials at the Front Office and the Nodal Officer posted at each DLSA shall also be given training and orientation concerning the scope of their work and duties.
5. **Information Boards** – Bilingual Information Boards regarding the availability of victim compensation under the 2018 scheme shall be installed outside each designated court dealing with POCSO cases, setting forth, amongst other aspects, the following:
 - i) First, victims are entitled to receive compensation under



the 2018 scheme in consonance with the directions passed by the POCSO court under Section 33(8) of the POCSO Act, read with Rule 9 of the POCSO Rules.

- ii) Second, victims are entitled to free legal aid from the concerned DLSA for preferring applications for grant of interim or final compensation.
- iii) Third, particulars concerning the location of DLSA and the contact number of the concerned official/Nodal Officer.

6. **Pamphlets** – DLSA will publish and circulate pamphlets to disseminate information and bring about awareness amongst the general public as well as the victims concerning entitlement, and the process involved in receipt of compensation. Amongst other things, the pamphlet will detail out documents required to be filed in support of the claim. The pamphlets published by DSLSA shall be placed in the Front Office of each DLSA and the designated courtroom, and will be simultaneously uploaded on the DSLSA website.

7. **Counselors**— The nine (9) full-time Counselors engaged by DSLSA who have been provided training and are now rendering services in DLSAs, will provide psychosocial counselling and support to the victims. The SOP devised for the Counselors will form part of the instant protocol.

4. In addition to what is stated hereinabove, Ms Mansi Sood, learned counsel, who appears on behalf of the appellant, has also made some suggestions about the SOP in existence concerning the operation of the 2018



scheme.

5. Dr. Amit George submits that he will examine the suggestions and seek directions from the Court if necessary.
6. A hard copy of the suggestions tendered by Ms Sood has been handed over to Dr George and Ms Aditi Mohan.
7. The Registry will scan and upload the same so that it remains embedded in the case file.
8. List the matter on 08.08.2024.

RAJIV SHAKDHER, J

AMIT BANSAL, J

AUGUST 1, 2024/rt