

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
DEPARTMENT OF SOCIAL WELFARE  
7<sup>TH</sup> FLOOR, MSO BUILDING, ITO, NEW DELHI - 110002  
Social Security Branch  
Tel: 011-23713610

F.30(938)/Shakti Vahini/ DD(SS)/DSW/2020-21 | 757

DATE:  
12 3 MAR 2021

**Sub: Uploading the Copy of Standard Operating Procedure on Helpline, Safe House and Special Cells and the Details of Members of special Cell on the DSW website**

This is to inform that the Standard Operating Procedure on Helpline, Safe House and Special Cells has been approved by the Secretary, SW. The copy of the same has been shared with this letter. Kindly upload the same along with the details of members of Special Cells (copy enclosed) on DSW website for information on an urgent basis.

  
Rajeev Kumar Saxena  
Dy. Director (Social Security)

Encl: Copy of SOP  
Copy of Members of Special Cell

F.30(938)/Shakti Vahini/ DD(SS)/DSW/2020-21

DATE:

The System Analyst  
Computer Cell  
Department of Social Welfare

G7Mice  
23/3/21

# STANDARD OPERATING PROCEDURE ON HELPLINE, SAFE HOUSE AND SPECIAL CELLS

## Introduction

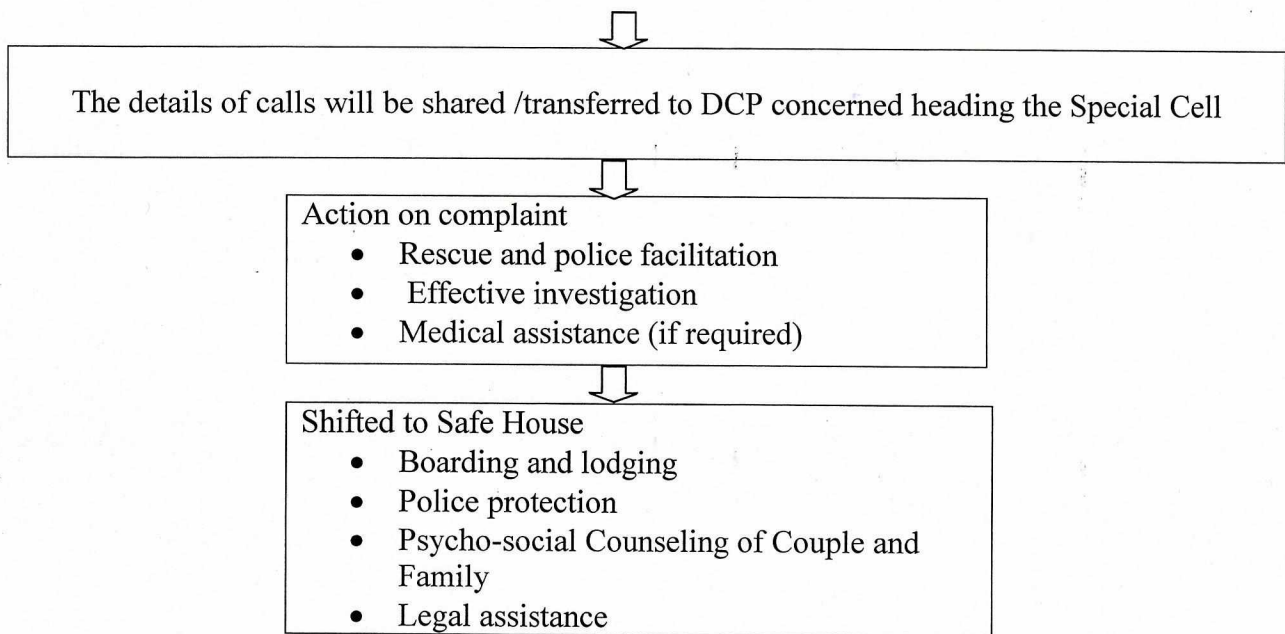
The Hon'ble Supreme Court vide its judgment dated: 27.03.2018 in case titled as Shakti Vahini Vs UOI vide W.P.C. No. 231/2010 had directed the state to create Special cells in every district comprising of the Superintendent of police, the District Social Welfare officers and District Ad-Daridar welfare officer to receive petitions/complaints of harassment and threat to couples of inter-caste/inter faith marriages. These special cells shall create a 24 hour helpline to receive and register such complaints and to provide necessary assistance/advice and protection to the couple. Such safe house shall cater to accommodate (i) young bachelor/ bachelorette couples whose relationship is being opposed by their families/local community/Khaps and (ii) young married couples (of an inter – caste or inter- religious or any other marriages being opposed by their families local community /Khaps. Such safe house may be placed under the supervision of the jurisdictional District Magistrate and Superintendent of Police.

## Procedure for intake of couple through helpline

1. 181 toll free women helpline, which is widely circulated and popular number among common public shall also serve as 24 hrs Helpline for the special cells to receive and register such complaints from inter-caste/interfaith married couples and to provide necessary assistance/advice and protection to the couple
2. The telecallers trained to handle distress calls and already aware about available services can provide necessary assistance / advice to the couple in distress. If required, they can be further trained to handle such calls.
3. The infrastructure and office already in place under supervision of Delhi Commission for Women shall be utilized for said purpose of facilitation and intake.
4. Confidentiality of cases shall also be maintained as being done in calls of women in distress.
5. The SOP will be shared with the telecallers who shall assist the couples in distress in terms of referring the case to special cell in every district, Safe House, socio-legal counseling services, police facilitation, medical assistance, etc.

Mechanism for handling cases of distress couple/ Standard Operating Procedure is shown in the flow chart below:

Distress Call of Couple received by telecaller 181 Toll Free 24 Hours



**Details of processes involved;**

1. After hearing the couple, it should be first ascertained whether the bachelor-bachelorette are adults to rule out involvement of minors. Thereafter, the DCPs in- charge shall take the following action:-
  - a) A Complaint be taken from the couple and the enquiry be initiated at once.
  - b) DCPs shall bring the entire facts in the knowledge of concerned District Magistrate and convey the requirement of the couple for their stay in "Safe House" if the facts so reveal and the couple in distress require the same.
  - c) Adequate security shall be provided to the couple in form of PSO (Protective service officer) and the safe house be also secured by the concerned DCP of the area.
  - d) The couple shall be briefed about the threat to them and in no case they be exposed till the issue is resolved.
  - e) The initial enquiry regarding the complaint received from the couple or from an independent source that the relationship/marriage of such couple is opposed shall be marked to the officer of rank of Addl. DCP of Delhi Police of the concerned district. He/she shall conduct a preliminary enquiry and ascertain the authenticity of such threats and shall immediately submit a report to the DCP in not later than one week.
  - f) The DCP on receipt of such report shall direct ACP/SDPO(Sub division police officer) concerned to register an FIR against the persons threatening the couple and it necessary , invoke section 151 of CrPC. Additionally , the ACP shall personally supervise the progress of investigation and shall ensure that the same is completed to its logical end with promptitude.
  - g) In case the couple does not want to stay in such safe houses, the Special Cell shall provide the protection to them , as per the threat perception at Place of stay.

- h) The concerned SHO/ACPs Sub-Division shall ensure safety and security of the couple immediately on receipt of information/complaint and if the need arises in case the threat is grave and the life and limbs of the couple is at risk.

### **SAFE HOUSE**

The GNCT of Delhi has established a Safe House at a govt. residential accommodation with an area of 60 Sq yards having two rooms and a toilet and kitchen at Kingsway Camp which can accommodate maximum three young bachelor/ bachelorette couples whose relationship is opposed by their families/ local community/khaphs or young married couples (of inter caste or inter religious and other marriages opposed by their families/khaphs).

More space is being provisioned at Poor House for Beggars, Kingsway Camp.

The Supdt, Blind Hostel, Dept. of Social Welfare shall be responsible for boarding and lodging facility for such couples and the expense therein will be incurred by the beneficiaries as decided by Superintendent and approved by Department using the Blind Hostel expenses. The arrangements shall be made as under:

1. Wooden beds with mattresses and bedsheets / bed covers
2. Meals(breakfast/lunch/dinner and tea in evening ) as per the dept. manual
3. Maintaining duty roster of staff deputed by police
4. Visitors register to be maintained strictly
5. Medical facility from the nearest hospital under the police protection
6. Counseling to couple family through probation officer deputed by the Chief Probation Officer.

Others:

- Consent from the couple for staying in safe house shall be taken during intake.
- A security plan shall be prepared for the safe house by the Jurisdictional DCP.

### **Extra Budgetary Provisions :**

- a. The couple sometimes require clothing as they come without any luggage. Extra funds may be allocated to Supdt. (Blind Hostel) as per requisition.
- b. Transportation to pick the couple from the place of their call, (car or train) the expense shall be the duty of police.
- c. Extra medical Expenses ( if required) shall be borne by Department of Social Welfare.
- d. The tele-caller of 181 will be equipped to handle distressed calls of couple and assist accordingly.

### **Legal Help**

Free legal aid facility will be provided through Delhi State Legal Services Authority whereas Delhi Commission for Women will facilitate as a linkages for referring of calls for legal assistance' to DSLSA.

### **Monitoring of Committee for quarterly Review of the Progress, follow-up and feedback of Safe Home and Special Cells**

A committee comprising of following member will review the progress and follow-up of Special cell and Safe Home functioning

- |                                  |   |                  |
|----------------------------------|---|------------------|
| 1. Director DSW                  | : | Chairperson      |
| 2. Director, WCD                 | : | Member           |
| 3. Member Secretary, DCW         | : | Member           |
| 4. DCP (HQ) Delhi Police         | : | Member           |
| 5. Dy. Secretary , Home          | : | Member           |
| 6. Dy. Director, Social Security | : | Member Secretary |

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**GOVERNMENT OF NATIONAL CAPITAL TERRITORY  
OF DELHI HOME DEPARTMENT, 5<sup>th</sup> LEVEL,  
WING- C, DELHI SECRETARIAT, IP ESTATE, NEW DELHI.**

F. No. 8/113/2018/HP-II/Pt.-I/

Dated:

**ORDER**

In pursuance of the order dated 27.03.2018 of the Hon'ble Supreme Court in WP (Civil) No. 231/2010 titled Shakti Vahini Vs. UOI & Ors., following 15 committees of officers are hereby constituted as District Special Cells, co-terminus with police districts in Delhi:-

Sl. No	Police Districts	Committee	Address	Office Telephone No
1	North	Deputy Commissioner of Police	Police Station, Civil Lines, Delhi	011-23817012
		District Social Welfare Officer, North District (Department of Social Welfare)	20-21, Gulabi Bagh Shopping Complex, (Near Super Bazaar), Gulabi Bagh, Delhi- 110007	011-23655002
		District Women & Child Development Officer, North District (Department of Women & Child Development)	20-21, Gulabi Bagh Shopping Complex, (Near Super Bazaar), Gulabi Bagh, Delhi- 110007	011-23645370
2	West	Deputy Commissioner of Police	Police Station, Rajouri Garden, Delhi	011-25453992
		District Social Welfare Officer, West (Department of Social Welfare)	Training-cum-Production Centre (TCPC) Behind Santpura Gurudwara (Near Punjab & Sind Bank), Tilak Nagar, New Delhi-110018	011-25148885
		District Women & Child Development Officer, West (Department of Women & Child Development)	Nirmal Chhaya Complex (Near Hari Nagar Bus Depot) Jail Road Hari Nagar, New Delhi - 110064,	011-28520952
3	South	Deputy Commissioner of Police	Police Station, Hauz Khas, Delhi	011-26512986
		District Social Welfare Officer, South District (Department of Social Welfare)	Kasturba Niketan, (Near Jal Vihar Terminal), Lajpat Nagar-II, New Delhi- 110024	011-29819812
		District Women & Child Development Officer, South District (Department of Women & Child Development)	Kasturba Niketan, (Near Jal Vihar Terminal), Lajpat Nagar-II, New Delhi- 110024	011-29819812
4	South West	Deputy Commissioner of Police	Basant Lok, Vasant Vihar, Delhi	011-26140002
		District Social Welfare Officer, South West District (Department of Social Welfare)	C- 3-24, Udyog Sadan, (Behind Qutub Hotel), Qutub Institutional Area, New Delhi- 110 067	011-26528175
		District Women & Child Development Officer, South West District (Department of Women & Child Development)	C- 23-24, Udyog Sadan, (Behind Qutub Hotel), Qutub Institutional Area, New Delhi- 110 067	011-26534151
5	East	Deputy Commissioner of Police	IP Extn., Mandawali, Fazal Pur, Delhi	011-22232102
		District Social Welfare Officer, East District (Department of Social Welfare)	Silai Kadhai Kendra, Block 10, (Near Shmashan Ghat), Geeta Colony, New Delhi- 110031	011-22085003
		District Women & Child Development Officer, East District (Department of Women & Child Development)	Silai Kadhai Kendra, Block 10, (Near Shmashan Ghat), Geeta Colony, New Delhi- 110031	011-22073012

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	North East	Deputy Commissioner of Police	Seelampur, Delhi	011-22829325
		District Social Welfare Officer, North-East District (Department of Social Welfare)	Sanskar Ashram Complex (Near GTB Hospital Gate no. 7), GTB Enclave, Dilshad Garden, New Delhi - 110093	011-22124176
		District Women & Child Development Officer, North-East District (Department of Women & Child Development)	Sanskar Ashram Complex (Near GTB Hospital Gate no. 7), GTB Enclave, Dilshad Garden, New Delhi - 110093	011-22133765
7	North West	Deputy Commissioner of Police	Police Station, Ashok Vihar, Delhi	011-27229835
		District Social Welfare Officer, North District (Department of Social Welfare)	20-21, Gulabi Bagh Shopping Complex (Near Super Bazar) Gulabi Bagh Delhi - 110007,	011-23655002
		District Women & Child Development Officer, North District (Department of Women & Child Development)	20-21, Gulabi Bagh Shopping Complex (Near Super Bazar) Gulabi Bagh Delhi - 110007,	011-23645370
8	New Delhi	Deputy Commissioner of Police	Police Station, Parliament Street, Delhi	011-23747777
		District Social Welfare Officer, New Delhi District (Department of Social Welfare)	Type IV Staff Quarters, GLNS Complex, (Behind Ferozeshah Kotla Stadium), Delhi Gate, New Delhi-110 002	011-23318323
		District Women & Child Development Officer, New Delhi District (Department of Women & Child Development)	Flat No. 11, Block-2, First Floor, Shankar Market, Opps. Super Bazar, Connaught Place, Delhi-110001	011-23411094
9	Central	Deputy Commissioner of Police	Police Station, Darya Ganj, Delhi	011-23261377
		District Social Welfare Officer, Central District (Department of Social Welfare)	GLNS Complex (Behind Firozeshah Kotla Stadium), Delhi Gate, New Delhi-110002	011-23724054
		District Women & Child Development Officer, Central District (Department of Women & Child Development)	GLNS Complex (Behind Firozeshah Kotla Stadium), Delhi Gate, New Delhi-110002	011-23724054
10	Shahdara	Deputy Commissioner of Police	Bholanath Nagar, Delhi	011-22304001
		District Social Welfare Officer, East District (Department of Social Welfare)	Silai Kadhai Kendra, Block 10, (Near Shmashan Ghat), Geeta Colony, New Delhi- 110031	011-22085003
		District Women & Child Development Officer, East District (Department of Women & Child Development)	Silai Kadhai Kendra, Block 10, (Near Shmashan Ghat), Geeta Colony, New Delhi- 110031	011-22073012
11	South East	Deputy Commissioner of Police	Ist Floor, PS Sarita Vihar, Mathura Road, New Delhi	011-26825544
		District Social Welfare Officer, South District (Department of Social Welfare)	Kasturba Niketan, (Near Jal Vihar Terminal), Lajpat Nagar-II, New Delhi- 110024	011-29810892
		District Women & Child Development Officer, South District (Department of Women & Child Development)	Kasturba Niketan, (Near Jal Vihar Terminal), Lajpat Nagar-II, New Delhi- 110024	011-29819812
12	Outer North District	Deputy Commissioner of Police	Pushpanjali Enclave, Pitampura, Delhi	011-21710102
		District Social Welfare Officer, North-West District (Department of Social Welfare)	NPS for Deaf Complex, (Near Vishram Chowk Petrol Pump), Sec-4, Rohini, New Delhi-110 085	011-27040844
		District Women & Child Development Officer, North-West-II District (Department of Women & Child Development)	District Office, Room No.4, Sewa Kutir Complex, Kingsway Camp, New Delhi - 110009	011-27655502

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3	Dwarka District	Deputy Commissioner of Police	Dwarka, Sec-19, Delhi	011-28042990
		District Social Welfare Officer, South West District (Department of Social Welfare)	C- 3-24, Udyog Sadan, (Behind Qutub Hotel), Qutub Institutional Area, New Delhi- 110 067	011-26528175
		District Women & Child Development Officer, South West District (Department of Women & Child Development)	C- 23-24, Udyog Sadan, (Behind Qutub Hotel), Qutub Institutional Area, New Delhi- 110 067	011-26534151
14	Rohini District	Deputy Commissioner of Police	Begampur, Delhi	011-27229835
		District Social Welfare Officer, North-West District (Department of Social Welfare)	NPS for Deaf Complex, (Near Vishram Chowk Petrol Pump), Sec-4, Rohini, New Delhi- 110 085	011-27040844
		District Women & Child Development Officer, North-West-II District (Department of Women & Child Development)	Silai Kendra, F Block Mangol Puri New Delhi - 110083	011-27915811
15	Outer District	Deputy Commissioner of Police	Pitampura, Delhi	011-27034874
		District Social Welfare Officer, West District (Department of Social Welfare)	Training-cum-Production Centre (TCPC) Behind Santpura Gurudwara (Near Punjab & Sind Bank), Tilak Nagar, New Delhi- 110 018	011-25148885
		District Women & Child Development Officer, West District (Department of Women & Child Development)	Nirmal Chhaya Complex (Near Hari Nagar Bus Depot) Jail Road Hari Nagar, New Delhi - 110064,	011-28520952

The Deputy Commissioner of Police of respective districts will be the co-ordinating officer for functioning of the above mentioned Special Cells. The Special Cells shall function in accordance with the directions issued by the Hon'ble Supreme Court in the aforesaid W.P. (Civil) No. 231/2010.

This issues with the approval of Competent Authority

/—  
(L.K. GAUTAM)  
DY. SECRETARY (HOME-II)

**Copy for information:-**

1. Commissioner of Police, Delhi.
2. Secretary (DSW), GLNS Complex, Delhi Gate, New Delhi-02
3. Secretary (Department of Women & Child Development), Development Department, 2- Rajpura Road, Delhi-110054.
4. Director, (Department of Women & Child Development), GNCTD, ISBT Complex, Kashmere Gate, Delhi-110006.
5. Director (DSW), GNCTD, GLNS Complex, Delhi Gate, New Delhi-02.
6. S.O to Chief Secretary, GNCTD, Delhi Secretariat, I.P. Estate, New Delhi.
7. PS to Secretary (Home), Govt. Of NCT of Delhi, 5<sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.

F. No. 8/113/2018/HP-II/Pt.-II 4045-4049

Dated: 28/08/2020

**Copy for compliance to:-**

1. All District Dy. Commissioner of Police, through Commissioner of Police, Delhi.
2. All District Social Welfare Officers, through Director SWD, Delhi.
3. All District officers, Department of WCD, through Director, WCD, Delhi.
4. Dy. Director (WEC), Department of WCD, ISBT Complex, Kashmere Gate, Delhi-110006
5. Dy. Director (SS), Department of SW, GLNS Complex, Delhi Gate, New Delhi-02

(L.K. GAUTAM)  
DY. SECRETARY (HOME-II)