

## **SOP For Women Helpline**

Women Helpline is intended to provide 24-hour immediate and emergency response to women affected by violence through referral (linking with appropriate authorities such as police, One Stop Centre, and hospital) through a single uniform number.

### **OBJECTIVES:**

The objectives of the Scheme are:

- To provide toll-free 24-hour telecom service to women affected by violence seeking support and information.
- To facilitate crisis and non-crisis intervention through referral to the appropriate agencies such as police/Hospitals/Ambulance etc.

As soon as an aggrieved woman (AG) or somebody on her behalf contacts WHL, her information will be attended to by the call responder appointed there. Based on the urgency and the requirements explained by the caller, the responder will refer her to relevant support services like medical aid, and police assistance or connect her to OSC (One Stop Centre) for professional counselling, shelter, legal aid, etc.; if the woman needs to be rescued from a violent situation or is in urgent need of medical aid then the PCR Van from the nearest police station or ambulance from nearest hospital/ 108 service would be dispatched.

The Women Helpline (WHL) will be accessible 24 hours a day 7 days a week to any woman or girl suffering violence or in distress.

When an aggrieved woman approaches the WHL her personal and case details will be fed into this system as per the prescribed format and a Unique ID Number would be generated through which authorities would follow the case.

### **GENERAL INSTRUCTIONS:**

- The helpline staff shall at all times be extremely polite and give a patient hearing to the caller.
- The helpline staff should reassure the caller that help is on its way.
- The helpline staff shall not insist on the caller disclosing his/her identity, unless the caller so agrees and should assure the caller that the confidentiality of his/her identity and contact information shall be maintained.
- A confidential record including identity and contact details of the caller (if provided), along with aggrieved woman's personal and case details and name of the officer to whom information was passed on with date and time will be fed in to a system as per the prescribed format and a Unique ID Number would be generated.
- As soon as the complaint is registered a call/text message (SMS) would be sent to the SHO/ DM/ SP/DYSP/CMO/PO/DO of the district/area as required.

### **CASE SPECIFIC STEPS**

#### **1. Harassment of women by Phone calls:**

- Information provided to Helpline
- Helpline will forward the details of number from which calls are being received to the police
- Police will note the details and call the number to ask him to refrain from calling/ Texting

- Helpline will follow up with the complainant within 24 hours

## **2. Harassment of women by Social Networking Sites:**

- Information provided to Helpline
- Her URL is requested through mail
- URL is sent to Facebook, google and other social networking sites office with a request for blocking the page, email etc.
- The page is blocked
- Other way is to ask her whether she wants to take an act
- If yes, ask for a written complaint
- Complaint forwarded to cybercrime cell for investigation

## **3. Sexual Harassment of Women (In Progress: physical stalking, harassment, kidnapping, abduction etc.)**

- Information provided to Helpline
- Call Responder will initiate Conference Call with Addl SP, SHO, Mahila Thana, SHO, concerned P.S. and any other dedicated number of police of the concerned area.
- Connect woman through conference call directly with the above mentioned police officials of concerned area
- The concerned officials will trace her location and within 10 minutes help should reach women
- Helpline call responder will contact the woman after 25 minutes to get her feedback

## **4. In case police is not registering complaints of women:**

Information provided to the Helpline by women concerned

- Call from the Helpline to the concerned police station asking for information about that particular complaint
- The concerned police station will lodge the complaint
- A copy of the FIR lodged to be sent to Helpline Manager after attestation

In case the police officials allege that it is a false complaint

- Conference Call initiated between woman and concerned police station alleging her complaint is false. Let women respond to the allegations made by concerned police officials through conference calls.
- Call back to the concerned Police Station after 4 hrs to ascertain the lodging of the complaint and taking action upon it