



गृह मंत्रालय
MINISTRY OF
HOME AFFAIRS



Project Report
on
Nirbhaya: Community Policing
Initiatives for Women

(Project No. 15/MM:02)

Prepared by
Micro Mission-02 (Community Policing)
National Police Mission
2021-22

Bureau of Police Research and Development
Ministry of Home Affairs
Govt. of India

'Promoting Good Practices and Standards'



DOCUMENT INFORMATION

Project	Project Nirbhaya: Community Policing Initiatives for Women
Project No	15/MM:02
Project Leader	Dr. M.K. Devarajan, DGP (Retd.) & former Member, Rajasthan State Human Rights Commission
Project Team	Dr. Prateep Philip, DGP, Tamil Nadu Police Academy, Group Leader, MM-2
Version No.	1
Approved on	2021

ABSTRACT

It was hoped that various legislative and other measures, including community policing initiatives, taken by the governments and police organizations after the 'Nirbhaya' rape case in December, 2012, will reduce crimes against women and improve their lot. However, the NCRB crime statistics reveals an increase in crimes against women and children. Hence, there is need to strengthen these measures. We have prepared this project report after collecting some of the good practices for controlling crimes and mitigating other problems women face.

The successful implementation of this project would require the police to take several administrative steps like strengthening the beat system, induction of women police personnel into the beats where sensitisation of women is to be undertaken extensively, proper constitution of Community Liaison Groups, enlisting of volunteers/Friends of Police, launching of helplines, social media platforms, Mobile Apps, etc., for women's safety, setting up of dedicated units to deal with crimes against women and take other steps to improve women's safety. We have suggested the following community policing interventions from which the local police officers and Community Liaison Groups can select interventions suited to their areas and implement them with the cooperation and involvement of the local community and civil society organisations:

The most important among these are interventions to prevent crimes against women. Since women from poor and less educated neighbourhoods are generally more vulnerable to such crimes, such areas should be taken up first for implementation of the interventions which may gradually be extended to educational institutions and workplaces. Trained women police personnel should visit target areas, sensitise the women about their vulnerabilities and preventive measures they can take and also give self-defence training. Some other variants of this program launched in Bilaspur

(Chhattisgarh), like ***Mahila Commandos*** (deployment of trained young women to patrol the affected areas to prevent crimes) and ***Police Didi*** (women police personnel playing the role of 'friend, philosopher and guide' to teenage girls of slum areas) have also been included in the report. The report also contains several suggestions about the steps that can be taken against sexual harassment in public places and public transport. We have also dealt with sexual exploitation in educational institutions and outside and how vigilance in educational institutions can detect such cases. '***Chuppi Tod***', an intervention in Raipur (Chhattisgarh) that aims to encourage better reporting of sex crimes has also been mentioned. The report also contains suggestions about how to tackle cyber-crimes like cyber bullying, luring of girls/women through social media for sex, trafficking, etc.

Since empowerment of women can, to some extent, reduce the harassment and exploitation of women, we have suggested a few interventions for this. One is formation of **Self Help Groups** and/or **Thrift and Credit Societies** to make women economically independent and save them from indebtedness. Formation of **Girls Clubs** in poor neighbourhoods can help in tackling problems like vulnerability of girls to exploitation; trafficking; mental, physical and sexual abuse; malnutrition and health issues, neglect of education, etc. **Young Women's Clubs** could be formed for skill development of women from poor background and for several other purposes.

Family/Women's Counselling Centres, set up either by state governments or police, have been operating in several states. Since these are generally helpful in resolving many problems faced by women, particularly, marital discord and domestic violence, we have suggested their formation where they do not exist. Police should also approach the **District Legal Services Authority** to provide legal aid to women in need and spread awareness among women about their rights under various laws, including provisions for compensation to the victims of crime.

Table of Contents

Para No	Sub-Head	Page No
1	Introduction/Background	5
2.1	Project Title	7
2.2	Vision	7
2.3	Mission Statement	7
2.4	Organisational Objectives	7
3.1	Purpose of Business Case	7
3.2	Sponsor	8
3.3	Responsibilities of State/UT Governments	8
3.4	Responsibilities of the Central Government	9
4	Situation Assessment & Problem Statement	9
5	Critical Assumptions & Constraints	10
5.1	Constraints	10
6	Implementation Strategy	10
6.1	Administrative Arrangements of Implementation	11
6.1(a)	Strengthening of Beat System	11
6.1(b)	Administrative Support	11
6.1(c)	Community Liaison Groups	13
6.1(d)	Group of Volunteers	14
6.2	Suggested Interventions	15
6.2(a)	Prevention of Crimes against Women	15
6.2(b)	Other Interventions for Women's Safety	18
6.2(c)	Prevention of Sexual Harassment in Public Places	19
6.2(d)	Interventions against Cyber Crimes	22
6.2(e)	Women's Self Help Groups & Thrift and Credit Societies	23
6.2(f)	Boy's and Girl's Clubs/Children's Clubs	24
6.2(g)	Youth Club/Young Women's Club	25
6.2(h)	Skill Development Programmes	26
6.2(i)	Family/Women's Counselling Centers	27
6.2(j)	Legal Aid Clinic	28
6.2(k)	Sensitisation of Community	28
6.3	Impact Study	30
6.3(i)	Course Correction at Regular Intervals	30
7	Deliverables	30
8	Stakeholders	31
9	Milestones	31
10	Budget Requirements	32
11	Related Projects	33
12	Work Plan	33
13	Conclusion	34
App. 1	UP Police Interventions for Women's Safety	
App. 2	Analysis of Rape Cases in Rajasthan – 2019-2020	

Project Nirbhaya:

Community Policing Initiatives for Women

1. Introduction/Background

Women everywhere, particularly, in a highly patriarchal society like ours, have always been victims of several crimes, discrimination and indignities. The infamous and extremely brutal 'Nirbhaya Rape Case' on the 16th December, 2012, in Delhi, shook the conscience of the nation as never before. Country-wide protests led to the Government of India (GoI) setting up the Justice Verma Committee on December 23, 2012, which submitted its report in a record time – on January 23, 2013. This led to several legislative and administrative measures, the main one being enactment of the Criminal Law Amendment Act, 2013. The Act widened the definition of rape considerably, introduced new crimes against women like sexual harassment, act with the intent to disrobe a woman, voyeurism, stalking (sections 75 to 78 BNS earlier 354A to 354D IPC), etc. The punishments were also made much harsher. This Act, along with the POCSO (Protection of Children from Sexual Offences) Act, 2012, which was already in place, made the legal framework to fight crimes against women considerably stronger. GoI also started allocating funds for various administrative measures to strengthen women's safety through a new fund – the 'Nirbhaya Fund' – set up especially for this purpose.

Simultaneously, most of the state/UT police organizations also launched a series of measures, both administrative/enforcement measures and community involvement programmes, to improve women's safety. The administrative measures included setting up of special cells for crime against women at the state/district levels, victim assistance/protection units, launching dedicated helplines and Mobile Apps, conducting self-defence programs for women, Women's Assistance Desks in police stations, capacity building and gender sensitisation of police personnel, survey of

vulnerable areas and installation of CCTV cameras, steps to make public transport safer

for women, etc. The measures taken to involve the community include reaching out to the women and others, to engage them in a dialogue to sensitise them about the issues, improve legal literacy and evolve workable solutions, put in place consultative mechanisms and create bodies of women/citizen volunteers, networking with women's organisations, international bodies, donor agencies, etc.

Let us have a look at the impact of all these measures put together. As per the '**Crime in India**' reports for the years 2016 and 2019 of the National Crime Records Bureau, the total number of registered cases of crime against women jumped from 3,38,954 in 2016 to 4,05,861 in 2019. The major categories of such cases registered in 2019 include cruelty by husband or his relatives (30.9%), outraging the modesty of women (21.8%), kidnapping and abduction (17.9%) and rape (7.9%). Out of the 32,033 rape cases, offenders in 30,165 cases were known to the victims and, in 2,916 cases the family members of the victims were the offenders. The major categories of cases against children were kidnapping and abduction (46.6%) followed by cases under the POCSO Act (35.3%) – a major cause for concern.

A number of organizations have been grading countries on the aspects of Safety and Security of women and children, particularly on issues like human trafficking, sexual violence, which included domestic rape, rape by stranger, sexual harassment and lack of access to justice in rape cases, and in relation to cultural, religious and tribal traditions. Police should take such assessment as a warning signal, introspect and deliberate what can be done to improve the plight of our girl children and women.

The statistics mentioned above indicates the need for further strengthening of measures to improve the condition of women and bring down the harassment that they face on a daily basis.

2. Overview

2.1 Project Title

Project Nirbhaya: Community Policing Initiatives for Women

2.2 Vision

“Reaching out to female children and women to improve their safety and general condition, and to effectively resolve their problems.”

2.3. Mission Statement

“Police working with women, community organisations and the community at large to improve the safety of women and their general condition, and work out solutions for their problems with the cooperation of the community and by enlisting the assistance of other government departments, community organisations, corporates and philanthropists.”

2.4 Organisational Objectives

1. To identify hotspots of crimes against women and take remedial measures with the assistance of civic authorities, the community, particularly women, and the organisations working among them.
2. Awareness generation among girls and women about various crimes to which they are vulnerable and the preventive steps they can take.
3. Awareness generation about how they are likely to be exploited, their legal entitlements, and how they can seek legal remedy.
4. To arrange for free legal aid to women who need it.

3.1 Purpose of the Business Case

1. To reduce the possibility of various crimes against women and their harassment
2. To encourage women to report crimes against them more freely

3.2 Sponsor

The programme can be jointly sponsored by both the Central and State Governments. Where available, and with due approval of the competent authority, as may be required, the sponsorship of international organisations and funding agencies, corporate houses, community organizations and philanthropists can also be sought.

3.3 Responsibility of the State/UT Governments:

1. The primary responsibility for implementation of the project will be that of the State/UT Government concerned.
2. For effective implementation of the project, and institutionalization of the programme, the State/UT Government will have to play an active role by issuing necessary executive instructions and constitution of state level and district level monitoring committees, consisting of the representatives of the Police, Women & Child Welfare, Skill Development, Medical, Social Welfare, Sports & Youth Welfare, and other departments concerned.
3. GoI and the State/UT Government shall instruct the departments concerned to use their existing schemes, make necessary changes in such schemes or formulate new schemes, where required, to improve the lot of women by implementing the initiatives suggested in this project report. They shall direct these departments to provide funds for the implementation of the initiatives that fall within their purview and provide additional budget for implementation of the programmes, where required.
4. Once the implementation starts, Central/State Governments may consider approaching some other sources of funding like the UN and other international funding organizations/foundations for funding, as may be permissible under rules.
5. They shall ensure independent monitoring of the implementation of the programme.

3.4 Responsibility of the Central Government:

1. To start with, the MHA or the other Ministries concerned may provide funds for implementation of pilot projects in at least half a dozen States/UTs.
2. Once the implementation progresses, the Central Government, through its Ministries for Women and Child Welfare, Social Justice and Empowerment, Sports and Youth Welfare, Skill Development, etc., may provide appropriate grant-in-aid for implementation of the project.
3. The Central Government, through the BPR&D and the members of the MM2, will provide support in terms of the initial briefing of the officers as well as arrange independent evaluation of the programme.
4. A selected group of officers from the MHA, BPR&D and MM2 will be constituted to monitor the implementation of the programme by the States/UTs.

4. Situational Assessment and Problem Statement

One of the problems in implementing the project may be the deeply ingrained patriarchal attitude in the society. Hence, implementing this project would require the police making its own personnel gender sensitive through appropriate training and counselling programs.

Another problem that those implementing the program may have to overcome will be similar attitudes among the members of the community, at large. However, this is unlikely to pose any serious problem, except in the case of a few interventions, and if a team of dedicated police personnel proceeds cautiously, step by step, and convinces all concerned, through a series of interactions with the help of enlightened community/religious leaders, these problems can be resolved in due course.

5. Critical Assumptions and Constraints

1. Senior officers of the police will have assume the leadership role and convince local police officers and staff about the feasibility and utility of this project; and get their willing cooperation and commitment.
2. Important members of the community may need to be convinced about the need and utility of this project to improve the condition of women.

5.1 Constraints

1. Attitudinal road blocks and mind-set issues on the part of police personnel which often makes them insensitive to the problems faced by women.
2. Coordination issues and lukewarm attitude of other departments towards the proposed interventions.
3. Difficulties likely to arise w.r.t. sustainability and institutionalisation of the interventions.

6. Implementation Strategy

Since the mindset and characteristics of communities vary widely, and their problems and needs are different, no uniform intervention can meet the requirements of all areas/communities. Hence, we are suggesting a bouquet of interventions. Local officers can, in consultation with the local community, women's organisations and others who are partners in implementation, assess the needs of each area/community and adopt for implementation interventions suitable for them – they will be at liberty to bring about necessary modifications, if required, depending on the local characteristics and needs.

6. 1 Administrative Arrangements for Implementation

6.1 (a) Strengthening of Beat system

It needs to be emphasised here that before the implementation of this project starts, supervisory police officers should have a close look at how the beat system of the selected area is functioning. It is necessary to have an effective beat system with delegation of most of the work to the Beat Officers. The details of various models of beat policing suitable for different types of areas have been given in the **BPR&D Project Reports (i) Police Community Partnership: An Overarching Policing Model, (ii) New Sub Beat System, and (iii) Strengthening of Beat System**. There is no need to reproduce them here. However, **since one of the major objectives of this project is to prevent crimes against women and their exploitation and to empower them, it would be necessary to deploy one or more women police personnel along with the beat officers to implement the interventions targeted at women.**

It needs to be further emphasised that, apart from closely working with the women and women's organisations in selected areas, police will have to work with the community at large as well – without their cooperation the results are not likely to be very appreciable.

6. 1. (b) Administrative Support

Most state police forces have special patrols, Mobile Applications, dedicated helplines, websites, social media platforms, specialized cells and a variety of other programmes to deal with issues of women's safety and to sensitize women on several issues. Various community policing and other measures taken by the UP Police **(Appendix 1)** would indicate the seriousness the police forces in our country are attaching to women's safety. Those who do not have any of these may assess the situation and respond as per the need. Various state police forces have developed Mobile Applications and one such application, the personal safety **Mobile App 'WE'**

developed by M/s We are Everywhere (WE) Technology Solutions Pvt. Ltd. with the help of FoP, Tamil Nadu, has a unique feature; as soon as a person in distress presses the 'Get Help' button, her geo-location is instantly transmitted to 100 people in the vicinity who can immediately respond. The states can develop such applications. The states should also develop standard material, documents as well as audio-visual, for awareness generation and for use as training material for the staff. There is need to promote research that should bring forth various causative factors for serious crimes against women and the steps that various stakeholders can take to reduce them.

Victim Support is an issue that needs the attention of the governments and police organisations. From 2013 onwards, many states have launched '**One Stop Crisis Centres**' for women victims, sponsored by the Ministry of Women & Child Development, GoI. They are known by different names in different states, e.g. '**Bharosa**' in Maharashtra, '**Aparajita**' in Rajasthan, etc. At these centres, counsellors, police personnel and representatives of District Legal Services Authority provide a variety of support services to women victims. In a variant of this, in '**Samvedana Centres**' opened in Bilaspur and Raipur (Chhattisgarh), a room in every police station was earmarked and made a place where women visiting the P.S. could feel comfortable and whenever it is a woman in distress, a doctor, an NGO worker and a woman police personnel would attend to her. Involvement of social workers and active involvement of senior functionaries of the participating departments can ensure that these centres become a great relief for women in distress.

The other arrangements that are required to be made in the targeted area will, primarily, be the selection of a core group of volunteers from among the local women as well as men for various tasks that will inter alia include proper constitution of the **Community Liaison Group** (CLG) and **Friends of Police** (FoP), brief details of which are given below. It is also necessary to appoint a Nodal Officer for implementation of the project in each area.

6.1. (c) Community Liaison Group(s)

The first requirement of any project to improve the conditions for women in any area will be to constitute an effective CLG, which shall be compulsory for the implementation of this project – the other interventions suggested here will be optional and the local authorities can pick and choose. The CLG will be the axis around which other interventions and their implementation will revolve.

The membership, selection procedure and functions of the CLGs will, by and large, be the same as those mentioned in the **Overarching Model**, an already completed project of the BPR&D and available on its website. To recapitulate briefly, the CLGs constituted for each area should normally have 10-15 members who are local residents. The number of members in a CLG may go up to a maximum of 30, if the area is large. The members should be in the 18-70 age group. The CLGs should be representative of all the segments/localities of the selected area, including the disadvantaged sections as well as women (at least 1/3rd) and 2-3 members should be from among the local volunteers (mentioned below). **If felt necessary, a separate Women's CLG can also be formed.** The members should have the confidence of the localities/segments they represent. They should not have any criminal record or should not be engaged in any undesirable activity. The ideal way to select them would be for the Beat Officer, Beat Supervisor, SHO and CO/ACP/SDPO to visit the area concerned with prior intimation and sit with the local residents in a '**chaupal**' and select the members by consensus. The tenure of the members will be for three years with one third of the members retiring every year and getting replaced by members belonging to the same category. The members may appoint a chairperson and vice-chairperson from among them, preferably by consensus. The Beat Officer will be the Secretary of the CLG. The representatives of the other relevant departments – women's/children's/youth/social welfare, sports, skill development, etc.– should also be involved with the CLGs as associate members, invitees or in any other capacity agreed upon. CLG must be politically neutral.

The CLGs should meet, at least, once every month in the initial phases of implementation – later on, the periodicity may be reduced to once in two or three months, as deemed fit. The CLG members shall interact extensively with the women residents, other members of the local community and women's organisations to ascertain various problems faced by girls and women and seek suggestions as to how the police, other departments and the community together can solve them. CLGs shall also deliberate and decide which all components of this project report to implement, how to go about it and how to enlist the support of the government and non-government agencies for it. Minutes of the meetings should be kept and progress in the action proposed earlier may be intimated in subsequent CLG meetings. The CLG members should actively participate in implementation of the decisions taken and the CLGs should review the progress of implementation.

One of the main tasks of the CLG will be to familiarise itself with various schemes of the central and state governments for the benefit and welfare of women and children and to work with the departments concerned to ensure that the potential beneficiaries actually get the benefits. If necessary, special camps may be organised in the areas where the project is implemented with the cooperation of the government departments concerned to make this task easier.

6.1. (d) Group of Volunteers

It is suggested that a group of volunteers may be set up to assist the police in the implementation of various interventions planned. They may be called **Community Volunteers** or any other suitable name, as deemed fit, but we would prefer the name '**Friends of Police (FoP)/Police Mitra**' and suggest that their eligibility criteria, selection procedure, functions, etc., may, by and large, be the same as those specified in detail in the **Overarching Model**. They should be local residents having the spirit of voluntarism, aged between 18 to 70 years, should not have any criminal record and

should not be engaged in any undesirable activities. Their number will depend upon the size of the area and the tasks that are to be performed. Since the interventions are meant for girls and women, there should be sufficient number of women FoPs. They should be enlisted for pre-specified tasks like prevention of crimes against women, conducting surveys to identify problems and problematic areas, counselling for various purposes, sensitization programmes, improving hygiene and cleanliness, literacy campaigns, and any other purpose deemed necessary. Applications for their enrolment can be invited during the ***chaupal*** held for selection of CLG members or by affixing notices in suitable places in the slum or by notifying through SMS/ WhatsApp group. As the implementation progresses, many more suitable volunteers can be spotted and enrolled. After verifying their antecedents, they should be given a brief training or detailed briefing about how to perform their assigned tasks and the do's and don'ts. After this, they may be given cards/armbands/documents to prove their identity as FoPs and used for various tasks under the supervision of the police personnel and the CLG.

6.2 Suggested Interventions

6.2 (a) Prevention of Crime against Women

It is the most important component of this project. Before selecting areas for implementing this program, the police officers concerned will have to find out which are the areas that are most prone to crime against women. Feedback from the police personnel, familiar with the area, and organisations working among women will give valuable inputs about the areas prone to crime, the types of crimes and may even indicate the causative factors and possible preventive measures that can be taken. Another reliable source will be the police station records, particularly, the Village Crime Note Books.

The next step will be to interact with the girls and the women from the affected areas, ascertain the exact types of crimes, harassment and other problems they face and to sensitize them about such problems that they are likely to face. Then they have to be given practical tips about the measures they can adopt to confront and minimise these.

Since the target population for sensitisation is huge, the selection of target groups and areas will have to be done carefully for achieving optimum results. Analysis of crime data will facilitate this. An analysis of rape cases of 2019-2020 done by the Rajasthan Police (**Appendix 2**) revealed that, out of the rape victims, 23.32% were illiterate, 35.31% primary school passed, 16.75% middle school passed, 12.56% secondary school passed, 6.45% senior secondary school passed, and 5.60% were graduates and above. 41.37% of the victims/their families were engaged in manual labour, while 39.36% were from agricultural families. The background of the victims may, by and large, be the same in most other states. This would indicate that sensitisation and other preventive measures will have to be focussed on women from poor and less educated background. The fact that 31.42% of the victims were below 18 years would indicate the need for sensitisation in educational institutions, especially those in which children from poorer background study. It will be useful to gradually extend such programmes, with the assistance of the Education Department and management of educational institutions, to all the educational institutions attended by girls/women. Sensitisation may be organised at workplaces also where a large number of women work, especially call centres and similar organizations whose women employees have to travel late in the night.

It will be necessary to induct additional women police personnel into the beats selected to implement the programme, after training and briefing them. Alternatively, the trained women personnel can be directed to go around the target areas as per a

programme decided in advance, in consultation with the beat constables, SHOs and the participating agencies. Their primary role is to interact with women in groups or through door to door contacts and sensitise them about crimes to which they and their children are vulnerable – like kidnapping and abduction, trafficking, rape, sexual assault, sexual harassment, domestic violence, etc., and counsel them about the precautions they should take. Wherever possible, self-defence training may be organized for women and girls. Apart from briefings and distribution of safety literature, street plays, pantomimes and various audio-visual programmes may also be arranged, to put the message across effectively. Alerts through messages/images on mobile phones will be useful. The project should be implemented in collaboration with members of the civil society like human rights activists, academics and NGOs.

A program, similar to that outlined above, called '**Parivartan**', was launched in 2005 in the North West district and, subsequently, in the North District by the Delhi Police. For implementation, they selected densely populated and low income areas, where crimes against women and children were comparatively more prevalent, and also some educational institutions. It resulted in considerable reduction in crimes against women in the areas where the programme was implemented.

The above initiative has great potential to prevent crimes against women. It is, of course, necessary to supplement them with other enforcement and preventive measures, like security audit and proper lighting of public places and streets frequently used by women, installation of CCTV cameras and their proper monitoring, setting up of special squads for women's safety, preventive patrolling in vulnerable areas, installation of safety alarms in public transport, launching of Mobile Apps and helplines for women's safety, and so on.

6. 2. (b) Other Interventions for Women's Safety

The '**Mahila Commandos**' and '**Police Didi**' programs of Bilaspur (Chhattisgarh) can be considered to be enriched variants of '**Parivartan**'. Though these initiatives were designed for and implemented in slum areas, both of them are ideally suited for any crowded low income locality.

Under the '**Mahila Commando**' programme, girls and women were sensitised about the problems they face, and also about social evils like gambling, liquor and drug addiction. For this, 15-20 volunteers called 'Mahila Commandos' were selected, trained in self-defence tactics and given lathis, whistles and lanterns. They were deployed for patrolling selected areas of slums to dissuade people from nefarious/antisocial activities, keep a watch on strangers visiting the slums and to provide intelligence to the police. They were assured of the backing of the local police who would promptly respond to their calls. Such volunteers can be made **Special Police Officers** as Tripura has done. The effectiveness of patrolling and vigil by women was in evidence in the 1990s, when women of a few places in the Northeast, where drug addiction was a major problem, had organized themselves and used to do night patrolling in their localities to prevent men from going outside and drug peddlers visiting them, which considerably reduced the drug problem.

Under the '**Police Didi**' programme, woman police personnel were deployed to selected areas, who, with the assistance of the Mahila Commandos, attended to problems like eve teasing, drug abuse, etc., gave basic sex education including menstrual hygiene, and provided counselling to them about their mental and emotional problems. The role assigned to them was to act as 'friends, philosophers and guides' to the girls in their teens, so that they could grow into physically and emotionally mature adults.

6. 2 (c) Prevention of Sexual Harassment in Public Places

One common problem faced by girls and women in public places, especially crowded areas, public transport, etc., is sexual harassment in the form of groping, other unwanted touching, lewd comments, stalking, etc. These problems are very common but most of the girls/women do not come forward to complain about them. Their widespread nature attracts the attention of the police who often launch campaigns against the antisocial elements who engage in such activities. Patrolling by uniformed police personnel in the most affected areas like streets near educational institutions, cinema theatres, mela grounds, crowded markets, bus stations, etc., can deter the miscreants to some extent, but many of them will find out ways to harass women by avoiding the uniformed personnel. Hence plain clothes police personnel, mostly women personnel, are deployed as decoys to catch the miscreants red-handed. Since many miscreants will be able to spot such police personnel also from their body language, suitable women FoPs can be used as decoys and men FoPs as scouts who can keep a look out and identify problem areas.

Public transport used by girls for travel, to and from their educational institutions, will need special attention as incidents of unwanted touching, groping, etc., may be a probability in such transport. Before undertaking decoy operations in them, if the police or FoPs interact with the girls in small groups near bus stands or educational institutions, they can learn about the extent of harassment and the modus operandi of the miscreants.

Wide publicity should be given to telephone/mobile numbers of women's helpline, police control rooms, special patrols, local police station/SHO/beat supervisor/beat officer, etc. It would be advisable to put up boards or paint them on walls at prominent places displaying such numbers which women can use in an emergency. They may be frequently communicated through the social media.

There is need for the police to be very proactive, if they are serious about preventing crimes against girls and women and to apprehend the offenders. They will have to reach out to the potential victims rather than waiting for the crimes to be reported to the police as these are crimes that mostly go unreported due to several social and personal reasons. An area that should receive maximum attention is sex crimes against children. As per '**Crime in India, 2019**', cases under the POCSO Act are on the increase. As against 1,29,032 cases registered in 2017, there were 1,41,762 in 2018 and 1,48,185 in 2019. Out of the victims, 52% were 16-18 years, 35% 12-16 years, 10% 6-12 years and 3% below 6 years. We can get a rough idea about the extent of the likelihood of non-reporting of such cases, if we look at the offenders' profile; only 6% of offenders were not known to the victim, 49% were family, friends, neighbours or known persons, 39% were friends or online friends who exploited the victims on the pretext of marriage and 8% were family members. The story is more or less the same for victims of sex crimes who are above 18 years.

These statistics point out to the need for adopting a variety of measures to collect information about sex crimes. Similarly, sensitization measures should also be multi-pronged. There is need to sensitize the victims through educational institutions and it is high time that these are made part of the syllabus. Several cases of children abused at their homes are detected by vigilant teachers. However, we need to be wary about the increasing number of cases of teachers and other male staff of educational institutions, particularly schools, forcing girls and, occasionally small boys, into sex on various pretexts and many of them are detected by vigilant parents. The feasibility of having committees in educational institutions to handle sexual harassment issues on the lines of committees set up in work places under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, may be examined. Another effective step will be for the bigger schools to appoint counsellors who can interact with the students and detect such cases. For the smaller schools that are not in

a position to appoint counsellors, the police can enlist the services of a group of social workers or counsellors who volunteer to visit such schools periodically and interact with students. Then, there are large number of girls and women from poor backgrounds who do not go to educational institutions or work places and they are equally, if not more, vulnerable; and their sensitization will have to be at their homes or mohallas. So, sensitization should be done at all possible places – educational institutions, mohallas/villages, work places, etc. Sensitization should be targeted not only at girls and women but also parents, boys and youth, teachers, employers, NGOs, social workers, police personnel and the society, at large. Often, it is said that more than sensitizing women, efforts will have to be made to sensitize boys and youth to change their undesirable behavioural patterns. This is easier said than done; Police, other departments concerned and educational institutions will have to sit with psychologists, sociologists and other experts to design effective programmes for this and BPR&D can provide a platform for such meetings.

Sex crimes are a group of crimes for the non-reporting of which several pressures operate, whether it be shame, fear of defamation, pressure from victims' or accused's family, and often local panchayats. '**Chuppi Todd**', an innovative program to overcome to a large extent hesitation to report, was launched by Raipur (Chhattisgarh) Police in 2020. It encouraged victims of sexual, physical, verbal and emotional abuse, domestic violence, etc., to report the crimes at the police station, and if that was not possible, through WhatsApp or by calling a dedicated helpline and these were converted into complaints. Social media and print media campaigns were launched to spread awareness. Within a short period, the police received over 2500 helpline calls and WhatsApp messages and 60% of them were resolved on helpline, only 40% needed visits to the houses of victims for resolution.

Apart from such innovative programs to encourage reporting, a variety of sources like beat officers, Friends of Police and other volunteers, CLG members, neighbours, employers, teachers, village level government functionaries, workers of social organization, etc., if they are properly sensitized, can get information about such crimes, so that the police can intervene and persuade the victims to report the cases. In addition to sex crimes, they should also be sensitized about other crimes like trafficking, female infanticide and foeticide, and various kinds of harassment of widows like neglect, harassment, branding them as witches, grabbing of their property, etc.

The police need to be extra vigilant, develop sources of information in the areas where village panchayats wield considerable influence and pass minor penalties for sexual offences. Police has to register cases when such hushing up occurs.

6. 2 (d) Interventions against Cyber Crimes

Cyber crimes are on the upswing everywhere and cyber-crimes against girls and women are no exception. Crimes like cyber harassment and cyber bullying are quite common and if the bullies come across a girl or woman online, the probability of such harassment is high. In some cases, girls and women, who are befriended on internet platforms, are lured into forced sex, trafficking, etc. There have been cases where women are lured through job offers and subjected to rape or gang rape. It is necessary to sensitise girls and women, who use the internet or are likely to use in future, about such crimes and the precautions they should take to avoid becoming victims of such crimes and the steps they should take to deal with it, if they become victims. Various forums mentioned in this project to sensitise women, like Parivartan, Police Didis, Girls and Young Women's Clubs, interactions in educational institutions, etc., can be used for sensitising them about the threats that they face in the cyber world.

6.2 (e) Women's Self Help Groups/Thrift and Credit Societies

Since women in our society face several disadvantages and are discriminated against in several ways, it is necessary to empower them through various measures. An effective way to empower them will be to organise them and make them economically independent. This is all the more necessary for women from socially and economically disadvantaged sections. Most of them may be already working, mainly as domestic help or doing other menial jobs. To empower them and to improve their earning capacity, the feasibility of forming their **Self Help Groups** (SHGs) may be explored. The government sponsored **Neighbourhood Groups** (NHGs) formed under the **Kudumbashree** program across Kerala has demonstrated that, by making women organize under SHGs, often learning new skills, making products that are handy for working women in their kitchens and other items for domestic use, etc., they can be given a sense of self-worth and independence, apart from making them economically independent, and even making many of them to stand up to the harassment by their abusive husbands. The district administration and police will have to establish liaison with banks to facilitate sanction of loans to SHGs to engage in productive income generating activities. Formation of such groups can, to some extent, prevent their men forcibly taking away their earnings for gambling, drinking, etc. An added safety mechanism will be in forming Thrift and Credit Societies to encourage the habit of savings and also to open a window for comparatively cheap funds for emergent requirements, like medical treatment, marriage, etc. The SHGs and Thrift and Credit Societies, formed in several slums by Pune and Mumbai Police Commissionerates with the active involvement of two NGOs were successful in empowering the women residents and reducing their exploitation.

Since the implementation of this project is more relevant and useful for women living in poor and crowded areas, some of the interventions like Boys & Girls

Clubs/Children's Clubs, Youth Clubs, Skill Development Programmes, and Legal Aid Clinic suggested for implementation in slum areas in BPR&D Project Report on "**Community Policing for Slums**" will be useful for women and girls living in poor neighbourhoods and they can be adapted mutatis mutandis. Hence, brief particulars of these interventions are also mentioned below – for details, the above mentioned Project Report and its appendices may be referred to.

6.2 (f) Boys & Girls Clubs/Children's Clubs

The BPR&D Project Report on '**Community Policing for Slums**' had suggested formation of 'Boys & Girls Clubs' or 'Children's Clubs' to cater to several needs of poor children. It has also been suggested that the slum CLG and the police/government representatives may decide whether to have separate clubs for boys and girls or to have combined clubs, depending upon the local culture and the requirements on the ground.

The children of slum dwellers and poor families, especially female children, face disadvantages of neglect of education that make them vulnerable to trafficking, sexual and physical abuse, malnutrition and health issues, etc. If these issues are not addressed in the childhood itself, they may grow into unhealthy adults, physically, mentally and emotionally, and may get attracted to undesirable lifestyles. Hence, we suggest formation of Boys & Girls Clubs/Girls Clubs, as deemed fit by the CLG and the police, to address these issues. These clubs may consider implementing suitable strategies for improving the education, skill development, physical fitness, sports potential, character building, etc, of the children and also give them self-defence training. They may also decide what activities to undertake and how exactly to go about them. Efforts may be made to arrange facilities such as gym, library, sports (indoor and outdoor games), tuition centres for after school coaching, vocational training centres, etc. It should be ensured that the benefits of various schemes of the central and state

governments, meant for children, reach them. Nutrition, health and hygiene aspects should also be attended to. The support of the Women & Child Development Department/ Ministry of the state government, the UN Women, etc., can be sought for programmes meant for girls. The Skill Development Department of the state, some corporates and NGOs, etc., can assist in skill development and employment of trained persons. The Juvenile Protection Unit of the district police may also be associated with the interventions.

The BPR&D **Project Report 'Children & Police: A Community Policing Initiative for Children'**, circulated in 2018, gives details of how community policing can be done for children in a structured manner. Keeping in mind the interventions mentioned in this report, other programs can also be designed for children of poor neighbourhoods.

6.2 (g) Youth Clubs/Young Women's Clubs

Youth Clubs for Women (Young Women's Clubs) will be somewhat different from the youth clubs suggested for slums, particularly in their objectives. Youth Clubs can be constituted to engage young women constructively in several activities like social work (e.g., shramdan to improve the basic infrastructure, cleanliness, etc.). Suitable members of Young Women's Clubs can be the enrolled as FoPs, proposed at para 6.1 (d) above or Mahila Commandos or SPOs (para 6.2.b). After providing them with suitable training/briefing, the educated among them can be used to improve the literacy level of members of Children's Clubs; they can also be used for adult literacy programmes for local women. Members of these clubs should be instructed in basic health care, reproductive health and menstrual hygiene and problems faced by women, their legal rights, etc., and they, in turn, should be used to spread awareness about these issues to the girls in the Children's Clubs and grown up women of the locality. Members of these clubs should be given training in self-defence techniques and the

better among them can be made trainers for future training programs and similar training programs for Girl's Clubs. Volunteers from among them can assist the local police to manage women during processions, religious functions, Shobha Yatras and local and national festivals/other celebrations. Their services can also be utilized for collection of criminal intelligence about matters that affect women's welfare, safety and security.

Hence, it is recommended that **Young Women's Clubs** may be constituted in every locality, as per requirement. A woman police officer/personnel from the local police station/'Police Didi', where the scheme has been implemented, may be made the coordinator for the Club to ensure its proper constitution and smooth functioning. Any young woman residing in the locality may be enrolled as a member of the Club. For smooth functioning of the Club, a Chairman/Secretary may be elected from amongst the members of each Club. The support of various social organizations, women's wings of the Rotary Club, Lions Club and industry organisations, NGOs working on women's issues, N.S.S., Women & Child Welfare, Social Welfare, Youth and Sports Departments and Nehru Yuva Kendras can be useful in organizing various activities/programmes.

6.2 (h) Skill Development Programs

One of the focus area of the activities of the Young Women's Club should be to organise skill training and arranging employment, after training, for the unemployed young women. For this purpose, the Clubs can approach the Skill Development authorities of the state government under the PMKVY scheme (Pradhan Mantri Kaushal Vikas Yojana), or NGOs, and local Industries/Industrial Associations that often take up skill development as a part of their CSR activities. Many of the Skill Development Departments of States have tie ups with corporates, recruitment agencies, etc., that facilitate placements of the trained youth. (A copy of such a scheme — 'Employment Generation and Marketing Mission (EGMM)' – has been attached with two earlier

BPR&D project reports as appendix, viz., 'Reformation and Rehabilitation of Professional Criminals' and 'Community Policing Programme for Naxal Affected Areas', which may be accessed on BPR&D website). They also have programs to assist the trainees to set up their own small enterprise. A write up on Delhi Police initiative for skill development – 'YUVA' – that is worth emulating, has been attached with BPR&D project 'Community Policing for Slums'.

6.2 (i) Family/Women's Counselling Centres

Several state governments/police forces have set up Women's/Family Counselling Centres which have been found to be quite useful in resolving a majority of the marital disputes referred to them and also issues of domestic violence. The Centres, set up by the governments, are generally managed by reputed NGOs. Where there is no such Centre, arrangements for similar centres have been made by some police organisations by enlisting the services of social workers or other enlightened women who are good at counselling. Services of qualified counsellors should be used, where available. They, along with a police officer, preferably a woman, can take up counselling of couples having problems, on a fixed day of the week or as and when needed. The local field police officers should be instructed to extend them whatever assistance they require. It should be emphasised to those doing the counselling that safety and welfare of the victims should be their prime concern, the agreement between the parties should be totally voluntary and the victims should not be forced to save their marriage at any cost. Such centres are a great help for women who are victims of domestic violence and also for estranged couples who have decided finally to divorce as they can get family court decrees faster with mutual consent, avoiding lengthy and bitter litigation. The police also save considerable time and energy that goes into handling of such cases, which invariably happens where there is no mediation and counselling.

6.2 (j) Legal Aid Clinic

When counselling and mediation fails, many of those matters will result in police action and/ or litigation. Women may also be fighting in courts for their rights and be involved in other civil and criminal litigations that they find difficult to finance. It would be useful if the police approach the District Legal Services Authority to open Legal Clinics or provide legal advice and aid by deputing their representative on fixed days every week, fortnight or month, as required, to the areas where this project is being implemented. Some public spirited lawyers also can be approached for this purpose. The legal awareness programmes of the Legal Services Authorities should be used to improve awareness among women of their legal rights under various laws, about legal redress and compensation available for victims of crimes.

6. 2 (k) Sensitisation of the Community

Generally, the first step in implementing community policing programmes for any segment of the society will be outreach programmes to the target segment as well as other stakeholders to sensitise the community at large about the problems. It may be advisable to start such outreach programs with the younger and more enlightened members of the community and, after winning over their support, gradually extend it to more tradition-bound members. An effort may be made to convince the leaders or other influential people of the community first and then extend it further with their active support and involvement. Efforts may also be made to enlist the support of religious leaders and gurus, etc., who wield influence over the local community or segments thereof.

Once the community, at large, starts becoming sensitive to various problems faced by women, efforts can be made to take up these problems, one by one, and mitigate them by building a consensus in the community, particularly among its leaders.

The problems that can be taken up include various kinds of discriminations – discrimination in education, healthcare, nutrition, wages, etc. – problems like female foeticide/infanticide /honour killing, child marriage, sex selective abortions, sale of girls for marriage, prostitution or trafficking, forcing employed women leave their professions after marriage or not allowing married women to take up jobs or continue their studies, purdah system, etc. The issues may differ from community to community and area to area. Wherever dedicated NGOs and social workers have made efforts to change these mindsets, they have met with varying degrees of success and there is no reason why the police, working with the support of the CLG and other community and religious leaders, cannot make a much greater impact.

The interventions mentioned above are only illustrative in nature. They open up the possibility of a slew of measures that the police, the CLG and women FoPs working with NGOs and other community organizations, etc., can initiate to improve the conditions of women or girl children. It is for all these stakeholders together to decide what measures will be suitable for the particular area and how exactly to go about implementing them. They can also design new programs or bring about changes in the interventions mentioned above, as per local requirements. However, it would be preferable to select some of the most crucial programmes needed for a particular area from among those suggested above, and implement them rather than frittering away energies by taking up too many things at one go. SP/DCP should appoint a police officer of suitable rank as the Nodal Officer for implementation of the programs.

Efforts may be made to get the sponsorship of corporates, industry associations like the Chamber of Commerce, ASSOCHAM, CII, FICCI, traders' associations, Junior Chamber, Lions Club, Rotary Club – particularly, their women's wings – NGOs working on women's issues, other community organisations, or local philanthropists for these interventions. Such organizations can either sponsor some of the activities or actively

participate in their implementation. If specific projects for children and women are formulated and taken up with organisations like UNICEF, and UN Women, funding can be secured from them also.

6.3. Impact Study

The interventions shall be carried out with a base-line and end-line along with LFA (Log-Frame Analysis) based Impact Study through a selected group of activities, output, outcome and Impact Indicators. The indicators can also be taken as timely monitoring and evaluation tools and can measure the progress of interventions.

6.3. (i) Course Correction at Regular Intervals

The interventions can be corrected/modified or innovated, based on the learning outcomes from the specific instance or region during the time of implementation. These course correction measures need to be notified and documented to keep a track record of any alteration done by intervention as course correction.

7. Deliverables

1. Empowering women in various ways.
2. Prevention of crime against women.
3. Reduction in violation of the human rights of women.
4. Better implementation of various schemes of the Central/State Governments for the welfare of women and children.
5. Changes in the mindset of the community about women, their role, rights and problems.

8. Stakeholders

1. Government
2. Police
3. Women
4. The local community, at large, and community organisations

9. Milestones

1. Submission of the project to the BPR&D by May, 2021
2. Submission of the project by the BPR&D to MHA by July, 2021
3. Final approval of the project by the MHA
4. Drafting of GOs and Standing Orders by MM2 – will be done within a month of getting the approval of the MHA for the project.
5. Issue of advisory to states/UTs by the MHA to adopt the project within 15 days of its approval.
6. Meeting of Nodal Officers of states/UTs within two months of the MHA approval.
7. Issue of GO by the Home Departments of States/UTs, within two months of the MHA approval.
8. Sanction of budget by Government within three months of the approval.
9. Issue of Standing Orders by the DGPs of the States/UTs within three months of the approval.
10. Implementation of the project by the District SPs/CoPs, within four months of the approval.

10. Budget Requirements

It is suggested that the project may be implemented in about half a dozen States/UTs on a pilot basis - two projects per State/UT, in economically and socially backward areas of different districts. Since the size of the areas, their population and problems would differ and since some of the requirements can be met out of the existing schemes, it is difficult to come to a specific calculation of the budget required for implementation of the project. Hence, it is suggested that the Central Government may sanction Rs. 25 lakh per project, i.e., a total of Rs. 3 crore, as grant-in-aid for implementation of the project in 12 localities in 6 States on a pilot basis. This funding may also be provided by the Ministry of Women and Child Development, GoI.

The budget of Rs. 25 lakh will be spent more or less on the following activities:

1. Organizing Counselling Sessions for women – Rs. 1,000 per session – 50 sessions : Total Rs. 50,000
2. Organizing outreach programmes for the general community – Rs. 2,000 – 25 sessions : Total Rs. 50,000
3. Organizing Medical Camps for women – Rs. 25,000 per camp – 4 camps : Rs. 1 lakh
4. Organizing awareness campaigns for literacy, women's issues, campaigns against social evils, upgrading the skills already available among the women; skill development among those who lack any employable skills, activities of/materials required for Girls and Young Women's Clubs; seed money for SHGs, etc. – Rs. 23 lakh.

Note: The above activities would cover a period of approximately 2 years.

11. Related BPR&D Projects

1. Overarching Model for Community Policing
2. New Sub Beat System
3. Strengthening of Beat System.
4. Children & Police: A Community Policing Initiative for Children
5. Community Policing for Youth (under preparation)
6. Community Policing for Slums
7. Community Counselling Centres
8. Crime Reduction through Dispute Resolution

12. Work Plan

1. Issue of advisory by GOI to State/UT governments
2. Issue of GO by State/ UT governments
3. Sanction of budget by GoI/State/UT Government
4. Issue of Standing Orders and appointment of Nodal Officers by DGPs
5. Meeting of Nodal Officers
6. Setting up Project Co-ordination Committees at the national and states levels.
7. Organising gender sensitisation and soft skills training of police station staff
8. Organising meetings with other government departments concerned at the district level
9. Organising meetings with target groups of women, social workers and representatives of various organisations at the project implementation site.
10. Actual implementation of the project as per details given above.

11. Continuous monitoring and review by the state Nodal Officer and Project Coordination Committee
12. Laying down judging criteria for internal and independent evaluation
13. Annual evaluation and audit by an external agency approved by the State/ BPR&D/MHA

13. Conclusion

The interventions suggested in this project report are meant for improving the condition of women who, in our society, are victims of several crimes, harassment, discrimination and other human rights violations. Many of these can be prevented to varying extents and the intervention mentioned above provides option to the police and other stakeholders to do this with the support of the local community. If these steps are implemented in the true spirit, they can bring about lasting improvement in the plight of women and girl children. If a dedicated team of community volunteers and the police get down to this task, resources will not be a constraint, as there are several ongoing government projects besides agencies and organisations that will be ready to help with resources and active participation.

* * * * *



Gender - sensitive Community Policing

The **U.P. Police MahilaSammanPrakoshth (MSP)**, an initiative of the UP Police to serve the 110 million + women who live in Uttar Pradesh, was officially started in September 2014.

It has designed and implemented a bouquet of **nine** discrete and yet inter-connected programs based on the **3P model** and have optimally leveraged ICT and human resources to evolve a holistic framework of **Gender-sensitive Community Policing** for ending gender-based discrimination in its various formats.

The work of MSP is directed towards generating awareness, creating a synergy and capacity-building for women empowerment, and is also interspersed with direct and indirect action with the help of local police and civil society members.

These programs can be divided into three broad divisions and are aimed at providing qualitative policing on gender-based issues:

(A) Programmes within the Police Department

(a) **VIKALP-** A web portal dedicated exclusively to registering and processing complaints regarding crimes against women, which uses innovative digital technology to ensure over 95% police compliance and transparency.

(b) **NAVCHETNA** - Capacity-building of police personnel through gender sensitization and behavioural change workshops / trainings

(B) Programmes related to civil society and perception-building

(a) **SAATHI** - Involving the citizens directly in Community Policing by creating a corps of "citizen cadets"

(b) **RU-BA-RU** - Direct interaction between police and students for gender equality

(c) **AKSHAYA** - Self-defence programme for girl students

(d) **SAARTHI** - Making public transport safe for women

(e) **JAGRITI** - Awareness generation regarding gender issues by public figures

(f) **ADHIKAAR** - Legal literacy and knowledge-sharing

(C) Programme with Academic Orientation

(a) **SHODHEVAMSAMWAAD** - Promoting research, dialogue and discussion around Gender-related issues and drawing up policy suggestions from them

This is the first time ever that a full-fledged **organization has been set-up in the State which** exclusively looks into the policing aspects of issues related to women. With proactive support pouring in from UNICEF, Action Aid, various government departments (specially the MHA and Home Department) as well as the civil society, the campaigns have gained in strength continually over a period of one and a half years.

With the passage of time, the policing aspect of issues related to children were also entrusted to the MSP and it was also made the nodal agency for the anti-Human Trafficking efforts of the State.

The work of MSP has been praised by leading publications like **World Business Times, India Today, The Times of India** as well as by Members of Parliament (MPs) from India, Canada and UK.

Given our dedication to quality, we have also been awarded an **ISO 9001:2008** certification, which vouchsafes for the structural and functional soundness of the organization.

A strong social media presence also ensures that the gap in societal awareness and proactive governance is suitably addressed.

The USP of the MahilaSammanPrakoshth is that despite being a lean organization with very limited resources, it has created and implemented direct interventions that helps in fostering a robust environment for women empowerment.

It has thus gained tremendous goodwill within a very short time and in the process, has suitably addressed the existing trust-deficit between the citizens and police in relation to gender- related crimes.



“VIKALP”: AN "ALTERNATIVE"

- 
- **"Thana-at-your-doorstep"**
 - **The first online Web-Portal in the country for Reporting Crimes Against Women exclusively**
 - **Optimizes the use of ICT and human intervention to empower "Aadhi Aabaadi"**
 - **Aligns ICT with security of women**
 - **Perfect fit for SMART Policing through public-police interface in the realm of digital technology**

The Issue

Women are often reluctant to go to police stations, or at times do not even have the freedom of doing so, specially in cases where gender-based violence is perpetrated by family members.

The Solution and the Process

"VIKALP" is an online portal exclusively for women, where women themselves, or anyone on their behalf, can register complaints easily and with utmost safety from anywhere in the State of Uttar Pradesh.

It thus provides an alternative, protected, direct and highly user-friendly interface between the citizens and their local police on issues related to crime against women.

The portal leverages ICT for the digital inclusion of women and has all the ingredients of SMART Policing.

As soon as a complaint is uploaded, an SMS is generated for the supervisory officers of the district police concerned as well as for the MahilaSammanPrakoshth (MSP).

Every complaint gets digitally recorded and the complainant is given a **digital acknowledgement** in the form of a unique Complaint ID with which she/he can see the progress in the case. The local police has to take action on each and every complaint and upload the Action Taken Report (ATR) on VIKALP within 24 hours. A nodal officer has been appointed in each district who makes sure that the police response is fast and efficient. Further, the MSP also monitors this portal on a day to day basis and keeps directing local police if cases are still pending or not being dealt satisfactorily.

Most importantly, every complainant has the option of rating police action as "SATISFIED" or "DISSATISFIED." As long as complainants express dissatisfaction with police response, the loop remains open and MSP pursues the matter with the SP and the nodal officer concerned, after legally vetting these cases. Calls are also made to the complainants to ensure customer satisfaction.

The process goes on until the complainant is fully satisfied with the police action thereby giving women the power to hold the Police accountable and get 100% response from them.

Key benefits

The portal has removed geographical and time barriers for accessing such a vital service as anyone can seek help and redressal of their complaints anytime, anywhere.

- There are no apps to download and it ensures easy access through the UP Police website.
- **Total accountability and transparency** in police action is ensured through this process.
- The portal encourages women to speak up in a society where the "**culture of silence**" is rampant, since their identity is not disclosed and they do not need to go to the Police Station. The last feature also acts as a big boon for a physically challenged woman.
- It has also given tremendous confidence to the women of the State as no case is closed till she expresses satisfaction with the police action taken.
- Happiness is writ large on the face of the complainant who goes back with a token of empowerment, a **unique complaint ID** which gives them access and power over the action taken by the local police and a sense of control over her life.
- It saves time and energy both on the part of the police personnel as well as the complainant and is highly convenient for scheduling their responses.
- The portal has made police more responsive as it has increased their focus on women-related crimes and helps them to connect better with the women citizens within their jurisdiction, which is a vital ingredient of effective Community Policing.
- The processes following the registration of the complaint ensures "**boots on the ground**" and interaction with citizens, which is again a sine qua non of effective community policing.
- It is eco friendly as it ensures a paperless transaction
- Finally, it is totally in sync with UN **SDG # 5: Gender Equality**

"VIKALP" is thus geared to guarantee total customer (public) satisfaction and quality policing, and has contributed in bridging the trust-deficit between police and civil society to a praiseworthy extent as well as ensuring the well-being of the targeted population that we are meant to serve.

Procedural changes

A gazetted officer has been designated as a nodal officer in each of the 75 districts of the State who attends to the complaints urgently, ensuring a police response within 24 hours.

Financial implication

None, as it has been set-up and is functioning with resources already existing

Follow-up Initiatives

In order to provide the facility of VIKALP as an ICT tool in the hands of all complainants approaching the office of the MSP, an **E-cell** has been established there, with a dedicated and sensitive staff which is helping the complainants to upload their complaint on the portal.

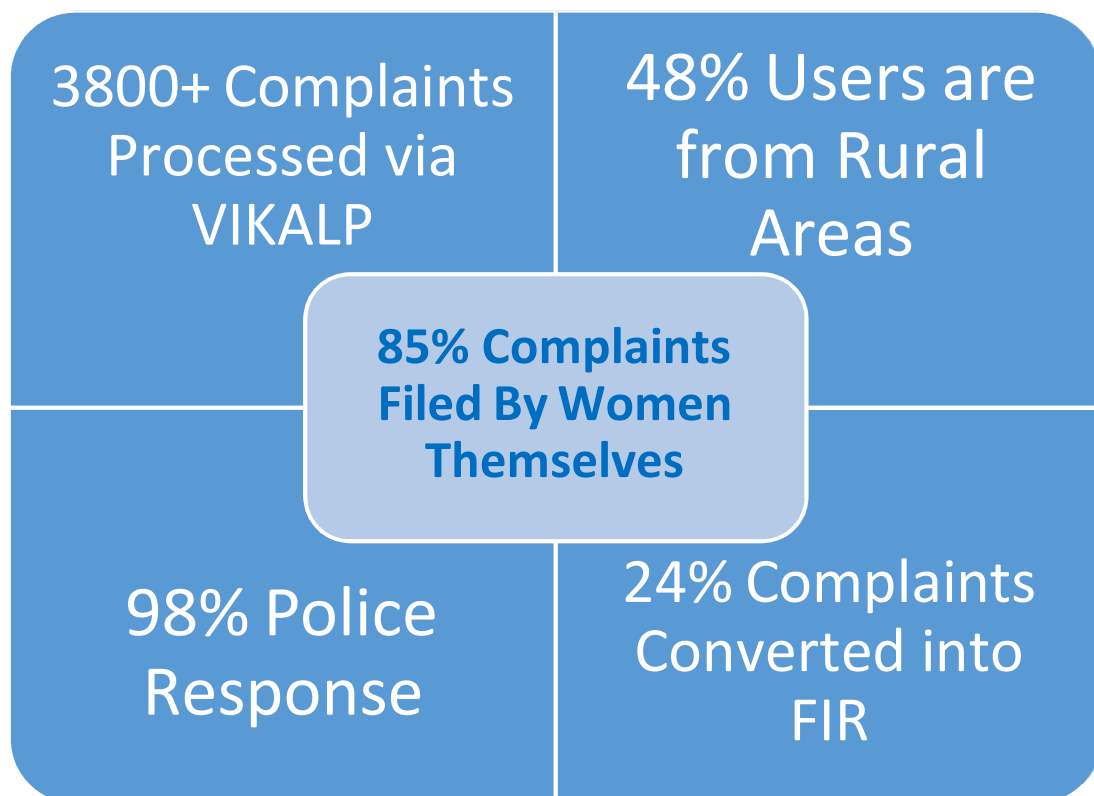
Future Roadmap

- It can be used as a hot spot indicator/platform for identifying places of public nuisance against women by uploading pictures of such areas and a small accompanying text by anyone having access to the net since sexual harassment in public spaces is a shocking and widespread reality for women and girls. The information can be referred to the local police/PCR concerned for further action.

- The portal can also be utilized as an Anti-human Trafficking Tool by using it to upload information related to trafficking with protected photos, text etc to be accessed and acted upon by the 35 AHTUs of the State as the MSP is also the nodal agency for the anti-human trafficking efforts of the State.
- In order to spread awareness about the portal, information can be incorporated in every laptop being distributed to girl students, handbill insertions in daily newspapers, standies at public places including cyber cafes as well as spread to various collectives through the Women SPOs made under our program of SAATHI: CITIZEN CADETS and through our RU-BA-RU programmes held for schoolchildren.

Appreciation

The performance of the portal has won accolades from all quarters and it was awarded the Rani Laxmibai Samman Puraskar, 2016, by the Hon. Chief Minister on International Women's Day this year at a State-level function.



Analysis of Rape Cases in Rajasthan – 2019-2020*

Classification as per type of crime & age of victim

Rape, Minors	Rape, Majors	Gang rape, Minors	Gang rape, Majors
25.06%	57.52%	5.84%	11.58%

Age of Victims

Below 12 yrs	Between 12-18 yrs	Above 18 yrs
2.37%	29.05%	65.58%

Age of Charge-sheeted Accused Persons

Below 12 yrs	16-16 yrs	16-18 yrs	18-30 yrs	30-60 yrs	Above 60 yrs
0.16%	2.27%	5.75%	70.17%	21.01%	0.65%

Scene of Crime

Victim's Home	Open Area Like Farm, Ground etc	Accused's Home	Dharmshala, Hotel, Rest House etc	Factory, Office, Shop etc	Other Buildings	Moving Vehicles	Others
36.20%	17.17%	11.46%	5.63%	1.16%	12.74%	0.54%	15.09%

Whether Accused is Known to the Victim

Known	Not Known
89.13%	10.87%

Type of Familiarity between Accused and Victim

Neighbour/Resident of Same Village/Mohalla	Known through Relative/Friend	Co-Workers	Students of Same Edu. Institution	Others
47.25%	18.42%	2.38%	1.82%	30.13%

Presence of Injury Marks/Signs of Struggle in Medical Examination Report

Medical Report Confirms	Medical Report Does not Confirm	Report not Received until the Time of Analysis
11.74%	86.25%	2.01%

Confirmation of the Allegations in the Statements of Victims

Confirmed in Statement u/s 180 BNSS earlier 161 CrPC	Not Confirmed in Statement u/s 180 BNSS earlier 161 CrPC	Confirmed in Statement u/s 183 BNSS earlier 164 CrPC	Not Confirmed in Statement u/s 183 BNSS earlier 164 CrPC	Statement u/s 183 BNSS earlier 164 CrPC not Recorded until Analysis
85.87%	14.13%	66.63%	30.94%	2.43%

Education Level of Victim

Graduate & Above	Sr. Secondary School	Secondary School	Middle School	Primary School	Illiterate
5.60%	6.45%	12.56%	16.75%	35.31%	23.32%

Main Source of Income of Victim/Her Family

Manual Labour	Agriculture	Private Employment	Other Rural Occupations	Self-Employed	Govt. Employment	Others
41.37%	39.36%	3.31%	2.18%	2.15%	0.95%	10.68%

Main Source of Income of the Charge-Sheeted Accused Persons

Manual Labour	Agriculture	Private Employment	Un-employed	Self-Employed	Other Rural Occupations	Govt. Employee	Not Clear
47.77%	25.84%	6.83%	4.37%	2.76%	2.28%	1.13%	9.03%

Education Level of the Charge-Sheeted Accused Persons

Graduate & Above	Sr. Secondary School	Secondary School	Middle School	Primary School	Illiterate
6.37%	9.24%	17.10%	21.78%	33.39%	12.13%

*Analysis report supplied by CID, Crime Branch, Rajasthan