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URGENT

F. No. 15011/171/2019-SC/ST-W
Government of India
Ministry of Home Affairs
Women Safety Division

2nd Floor, MDC National Stadium,
New Delhi – 110001,
Date: 10th January, 2020.

To,

**The Principal Secretary (Home) of all State Governments and
Union Territories**

**Subject: Setting up/ strengthening of Women Help Desks in Police
Stations – reg.**

Sir/ Madam,

Comprehensive advisories on crimes against women and children have been issued by Ministry of Home Affairs from time to time. Amongst other suggestions, MHA has been advising the States & UTs regarding setting up of women helpdesks in every police station.

2. Now Ministry of Home Affairs has approved a scheme to give assistance to States & UTs for setting up of such a helpdesk @ Rs.1,00,000/- (Rupees One Lakh) per police station. This scheme will initially be implemented in 10,000 police stations in the country. States & UTs may allocate the funds to police stations which have higher incidence of crimes against women and / or lack adequate facilities to cater to the requirements of women & children.

3. The permissible items for which expenditure can be incurred at each Police Station depending on their requirements will be as follows:-

- a) 2 Office Tables 10 Chairs
- b) 2 computer tables
- c) Almirah for books & records,
- d) Two Mobile phone instruments (running expenses to be incurred by States).
- e) Digital Camera with memory stick for evidence collection & short video recordings.
- f) One two-wheeler, not to be diverted for other work, and

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- g) Landline phone installation with broadband connection
- h) Two Desk-top /Laptop Computers/ Tablets with latest configuration and accessories including internet connection/ broadband
- i) Relevant legal & other Books – reference handbooks.
- j) Awareness generation material including Posters, Banners, DVDs etc.
- k) Minor renovation work for setting up office
- l) Legal Services

4. Funds for implementing the scheme will be released to States shortly. The addressees are requested to remain in a state of readiness to make procurement of the items listed above and implement the scheme. A copy of the guidelines of Women Help Desk in Police Stations and District Offices in States/UTs are enclosed for ready reference. It is also requested to issue suitable directions to the authorities concerned to work out the modalities required for implementation of the Scheme.

Yours' sincerely,

O/C



(Pawan Mehta)

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GUIDELINES FOR SETTING UP/ STRENGTHENING OF WOMEN HELP DESKS IN POLICE STATIONS AND IN DISTRICT OFFICE IN ALL STATES AND UTs.

1. Women Help Desks Project under Nirbhaya Fund

1.1 Even though 'Police' and 'Public Order' are State subjects under the Seventh Schedule to the Constitution of India, and the responsibilities to maintain law and order, protection of life and property of the citizens' rests primarily with the respective State Governments, post unfortunate Nirbhaya incident in NCR Delhi, the Central Government decided to intervene to supplement States/UTs endeavours in strengthening measures to ensure safety of women in the country.

1.2 Comprehensive advisories on crimes against women and children have been issued by Ministry of Home Affairs, from time to time. Amongst other suggestions, MHA has been advising the States & UTs regarding setting up of women helpdesks in every police station.

1.3 Central Government has set up a Nirbhaya Fund, which is available to States/UTs for projects for women safety and security within public spheres. As part of the several initiatives which have been conceptualized under Nirbhaya Fund projects, project of setting up/ strengthening of Women Help Desks in police stations is a pilot initiative for 10,000 police stations in the country. On the basis of experience of the first year, the scheme can be expanded in other Police Stations in later years. As the primary drivers of this project, States/UTs have a critical role to play for allocation of funds to Police Stations which have higher incidences of crimes against women and/or lack adequate facility to cater to the requirements of women & children. The Nirbhaya Fund may be used to strengthen the critical gaps for providing safe environment for women.

2. Objectives of Women Help Desk:-

(a) Make the police stations more women friendly and approachable.

(b) The Women Help Desk will be the first and single point of contact for any woman walking into a police station.

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- (c) The officials of Women Help Desk will be perfectly trained to manage any type of women related cases being registered in the police station.
- (d) The Desk will have enlisted panel of experts like lawyers, psychologists, NGOs who can provide shelter, rehabilitation and training etc for accessing the outside support.
- (e) The Desk will register, transfer the cases to the concerned authorities and follow up the case giving required assurance and support to the women approaching them.

3. Components of Women Help Desk:-

- 3.1 Following points should be fulfilled at each Help-Desk:
 - a) The Help Desk should be headed by a woman police officer who should preferably be not below the rank of JSI or ASI, but not below the rank of Head Constable.
 - b) Training, orientation and sensitization of both women and men police officials working at or in relation to Women Help Desks at Police Stations, will be taken up.
 - c) The States/UTs shall also notify a Nodal Officer at district-level, who will, inter-alia, coordinate the functioning of Help Desks in every police station.

4. Outcomes of Women Help Desk:-

- 4.1 The desirable outcomes of the Women Help Desk relate to increased comfort for women to approach police station. Critical outcomes inter-alia include:
 - (a) Increase in approachability of women to police stations for counselling and reporting sexual crime.
 - (b) Increase in confidence of women to visit police stations
 - (c) Reduction in response time by the law enforcement agencies to react to crisis or to track and identify criminals.

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5. Appraisal and approval of Women Help Desk Project:-

5.1 The Home Deptt. of that State/UT shall allocate the funds to Police Stations which have higher incidence of crimes against women and/or lack adequate facility to cater to the requirements of women & children. The States/UTs shall also notify a Nodal Officer at District level, who will coordinate the setting up and functioning of Help Desks in Police Station.

6. Funding for the Women Help Desk Project

6.1 Scheme has been formulated to give **one-time assistance** from Govt. of India to States & UTs for setting up of such a helpdesk @ Rs.1,00,000/- (Rupees One Lakh) per police station with a total project cost of Rs.100 crores. The scheme will initially be implemented in 10,000 police stations in the country. On the basis of experience of the first year, the scheme can be expanded in other Police Stations in later years. States & UTs may allocate the funds to police stations which have higher incidence of crimes against women and/or lack adequate facilities to cater to the requirements of women & children.

6.2 The permissible items for which expenditure can be incurred at each Police Station depending on their requirements will be as follows:-

- a) 2 Office Tables 10 Chairs
- b) 2 computer tables
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- i) Relevant legal & other Books – reference handbooks.
- j) Awareness generation material including Posters, Banners, DVDs etc.
- k) Minor renovation work for setting up office
- l) Legal Services

6.3 The expenditure on Recurring items will be borne by concerned States/UTs.

7. Procurement

7.1 States/UTs shall ensure that all procurement shall be made to the extent possible from GeM portal. However, where the same is not possible, it may be procured in terms of codal formalities as required under GFR, 2017 or equivalent codal requirements as prescribed in the State/UT concerned.

8. Monitoring of implementation of Women Help Desk Project.

8.1 The States/UTs shall notify a Nodal Officer at district-level, who will, inter-alia, coordinate the functioning of Help Desks in every police station. The list of Nodal Officers may be furnished to the Ministry of Home Affairs.

8.2 Periodic meetings to be taken by State with District Nodal Officer of Women Help Desk and half yearly meeting between State and Ministry of Home Affairs at national level.

8.3 Home Department in the State/UT concerned shall furnish Utilization Certificate for the project fund received from the Central Grant in aid on an annual basis in format GFR-12-C in terms of Rule 239 of GFR 2017.

9. Audit

The Accounting Records and related documents retaining to project may be subject to statutory audit by CAG as well as audits by the Internal Audit Party of MHA. State Government will provide all information and records for such audit, if necessary.





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[[See Rule 239]]

FORM OF UTILIZATION CERTIFICATE (FOR STATE GOVERNMENTS)
(Where expenditure incurred by Govt. bodies only)

Sl. No.	Letter No. and date	Amount	Certified that out of Rs.....Of grants sanctioned during the year.....in favour ofunder the Ministry/Department Letter No. given in the margin and Rs.....on account of unspent balance of the previous year, a sum of Rs.....has been utilized for the propose offor which it was sanctioned and that the balance of Rs.....remaining unutilized at the end of the year has been surrendered to Government (vide No.dated.....)/will be adjusted towards the grants payable during the next year.....
	Total		

2. Certified that I have satisfied myself that the conditions on which the grants-in-aid was sanctioned have been duly fulfilled/ are being fulfilled and that I have exercised the following checks to see that the money was actually utilized for the propose for which it was sanctioned.

Kinds of checks exercised

- 1.
- 2.
- 3.
- 4.
- 5.

Signature.....

Designation.....

Date.....

PS: The UC shall disclose separately the actual expenditure incurred and loans and advances given to suppliers of stores and assets, to construction agencies and like in accordance with scheme guidelines and in furtherance to the scheme objectives, which do not constitute expenditure at the stage. These shall be treated as utilized grants but allowed to be carried forward.