

**MEMORANDUM OF INSPECTION OF "MAHARSHI DAYANANDA SERVICE MISSION" SWADHAR GREH, GOVINDPUR, DHENKANAL MADE BY THE DISTRICT JUDGE-CUM-CHAIRPERSON, DLSA, DHENKANAL AND MEMBERS OF THE DISTRICT MONITORING COMMITTEE, DHENKANAL ON 01.10.2019.**

As per the instructions contained in the Letter No.2121(30), dated 3.5.2018 of the Odisha State Legal Services Authority, Cuttack read with Letter No.7080/WCD, dated 25.4.2018 and Notification No.6579/WCD, dated 16.4.2018 of the Government of Odisha, Department of Women & Child Development and Mission Shakti pursuant to the order dated 11.8.2017 of the Hon'ble Supreme Court of India passed in WP(C) No.659/2007, the District Monitoring Committee for the district of Dhenkanal is constituted comprising of the District Judge-cum-Chairperson, DLSA, Dhenkanal, the Collector & District Magistrate, Dhenkanal, the Chief District Medical Officer, Dhenkanal, the District Social Welfare Officer, Dhenkanal, Sri Bhikari Charan Rout and Sri Bahadur Patasahani, Members to inspect the Shelter Homes within the district of Dhenkanal and implementation of the Schemes on quarterly basis as per the aforesaid order dated 11.8.2017 of the Hon'ble Supreme Court. Accordingly, the following officials visited the "MAHARSHI DAYANANDA SERVICE MISSION" SWADHAR GREH, GOVINDPUR, DHENKANAL on 01.10.2019 :-

1. The District Judge-cum-Chairperson, DLSA, Dhenkanal,
2. The Collector & District Magistrate-cum-Co-Chairperson, Dhenkanal,
- ✓ 3. The C.D.M.O, Dhenkanal, Member,
4. Sri Bhikari Charan Rout, Member,
5. Sri Bahadur Patsahani, Member.

Besides, ,District Child Protection Officer, Dhenkanal and Secretary, District Legal Services Authority, Dhenkanal accompanied with the above Officials also visited the "Swadhar Greh".

This organization is registered under the Societies Registration Act (No.XXI of 1860) **vide Registration No Regd.No.DKL73-73/1980-81 dated 21.01.1981 under the name and style as 'MAHARSHI DAYANANDA SERVICE MISSION'**. The Registration Certificate under ITP Act is valid till **15.01.2020**.

In order to avoid inconvenience to the inmates, their names have been withheld in this report and they have been represented through their corresponding File Numbers. In this Swadhar Greh, one file has been maintained for mother(inmate) and her children.

The Members of the Committee inspected the premises, office and residential blocks of the Home. The Superintendent placed the Swadhar Greh Scheme, 2015 communicated by the Director, Social Welfare, Government of Odisha, Women & Child Development Department vide Letter No.15505/WCD, dated 06.10.2015, which the Members of the Committee perused.

The DSWO-cum-Member-Convener, Dhenkanal apprised that the Shelter Homes are governed by certain Schemes framed by the Government of India, so also the Government of Odisha and placed the Swadhar Greh Scheme, 2015 and Ujjawala Scheme of the Government of India, Ministry of Women & Child Development and also the Gazette

Notification No.1068, dated 03.06.2014 of the Women & Child Development Department of the Government of Odisha, which *inter alia* stipulates as follows:-

**1. BACKGROUND**

Shelter Homes are those which operate under Schemes such as Short Stay Home or Swadhar or Ujjawala or have a component of rehabilitation or reintegration or any other. As per the standardized guidelines of the Scheme, women in distress need shelter homes when they are rescued from situation of violence, abuse, desertion, trafficking and such other conditions. While these women are in the shelter homes, standards of care have to be followed so that they are able to lead a life of dignity. The Schemes further provide that the decisions regarding the institutionalization of any minor (accompanied or unaccompanied) have to be done as per the direction of the Child Welfare Committee (CWC) of the concerned District. For children of residents and minors, standards of care as issued for maintaining standards of care in Child Care Institutions have to be followed.

During visit, it is reported by the Superintendent of the Home that females subjected to torture, unwed mother, psychiatric women, unmarried women and trafficking women are being given shelter in such asylum. The Superintendent has apprised that as on the date of inspection, only 36 (19 female and 17 children) inmates are staying in this Greh. Further it is submitted by the Superintendent that as many as 19 (8 female and 11 children) inmates have been discharged from this Greh as on date of inspection. The Committee instructed the Superintendent to emphasise for increasing in the number of discharge of inmates from the Greh in order to bring them to the mainstream of the society following the guidelines as enumerated in the Swadhar Greh scheme 2015 communicated to all the Collectors by the Director, Social Welfare, Government of Odisha, Women & Child Development Department vide Letter No.15505/WCD, dated 06.10.2015.

**02 The following are the STANDARDS OF CARE to be followed by the Swadhar Greh :-**

**(i) Physical Infrastructure:**

As provided in the Scheme, the building meant for Shelter Home should have space of 5060 sq.ft. for resident and 40 sq.ft. per child and the building should have been constructed in accordance with the norms, procedures and approval of the competent authority.

**(ii) Other Standards of Care:**

**(a) Good Health and hygiene practices:**

- The Scheme provides that women's spaces, rooms, bathrooms and other areas should be clean at all times.
- Each Home should have sufficient staff for cleaning purposes.

**(b) Clothing and Bedding:**

- Each resident should be provided with an individual cloth & bedding, 3 bed sheets, 3 pillow covers, 1 blanket, 1 pillow and 1 mosquito net every year.

**(c) Nutrition & Food safety:**

- The weekly menu chart should be displayed in the dining room and outside of the Office in prescribed proforma [Simple menu for adult sedentary woman (Annexure-A)].
- Staff should be aware of the nutritional requirements of Women at varying ages.
- Special diet chart should be prepared for children, lactating mothers, pregnant residents etc.
- For children below the age of 6 years who stay with the women residents, linkage with the nearest Anganwadi Centre has to be established so that the child are able to get the benefits of food and nutrition.

(d) Medical:

- The Shelter Home should have a visiting doctor and nurse.
- All the incoming residents should be examined medically within 24 hours of arrival.
- Every resident should be medically examined once in every month and health record should be maintained for each resident in prescribed proforma [Individual Health Card (Annexure-B)].
- General medical facilities have to be tied up with local Civil Hospital/ CHC/PHC.
- The Shelter Homes ensure proper registration of births and deaths.
- For pregnant woman, linkage with the nearest Anganwadi Centre is essential so that they are able to avail all the benefits meant for them under the Scheme.

(e) Education:

- In case of minors, when they are institutionalized in Shelter Homes as per the direction of the CWC, the Shelter Homes should arrange to send them to the nearest Government-run school. The transportation (if required) to the school should be arranged by the institution.
- For children (below 6 years) who accompany the women resident, pre-school education facilities should be provided and/or linked to the nearest Anganwadi Centre.

(f) Vocational Training:

- The Home should provide vocational training to the eligible residents in partnership with ITI, employment mission and other district administrative agencies.

(g) Life Skill Education:

- There should be regular classes for residents on life skills such as grooming, socialization, communication, conflict management, stress management, etc. Both formal and informal processes including mentoring, exposure visits etc. should be used.

(h) Legal Aid/Assistance:

- The Shelter Home should have a part-time professional legal advisor who would provide legal aid/assistance to the residents including residents with special needs. There should be tie up with Odisha State Legal Services Authority (OSLSA), District Legal Services Authority (DLSA) for free legal aid for residents.
- Arrangement should be made with enforcement agencies to recover all properties of the aggrieved women/victim from the place of exploitation.
- The legal advisor should prepare the residents for trial (through mock trial or any other role play/discussion method).
- The Shelter Homes should provide all facilities so that the women resident can avail benefits under the Odisha Victim Compensation Scheme (Refer Home Department's Notification dated 12.7.2012 and subsequent amendments).
- Case follow-up should be done such as timely production in Court, providing safe transportation to the resident.

(i) Counselling:

- All the residents should have access to a trained counselor and psychologist.
- In house facilities should be encouraged.

(j) Recreational Facilities:

- The Shelter Homes should make arrangements for picnics and excursions and adequate safety and security measures have to be taken.
- De-stressing activities like Yoga, meditation to be taken up.

(k) Individual Care Plan:

- The Superintendent, Counsellor along with the Social Workers should prepare a care plan for every resident in the home who is in the Shelter Home for more than a month.
- The care plan in prescribed proforma [Individual Care Plan (Annexure-C)] taking into consideration the educational background and interests/talents/skills of the residents in consultation with them and to keep in their personal files.
- The individual care plan should aim at the final reintegration with community/family or repatriation.
- The individual care plan should be followed up and updated from time to time for each resident even after repatriation for at least up to 3 years.

(l) Record Keeping (Related to residents):

- The resident's case history, file and personal information should be kept confidential with only designated persons having access.

(m) Security:

- Duty records of all staff, especially Resident Superintendent should be maintained.
- There should be a secure compound around the Shelter Home and day and night security guards should be employed.
- Adequate fire fighting arrangements should be done and staff and residents should be trained to use the equipment.

- Emergency phone numbers should be displayed at a prominent place in the building.
- Only visitors authorized by the guardians should be allowed to visit the residents. The identification of these visitors should be checked prior to meeting the resident.

(n) Sufficient trained/professional staff in the Home:

- Staff education, qualification, experience, character certificate, identity proofs and references of all staff should be checked properly.
- Regular training and exposure should be provided to the staff.
- Each staff should have a personal file with job descriptions as per prescribed form (Annexure-D).

**Observation of the Monitoring Committee**

As reported by the Superintendent, this Swadhar Greh is running in the MAHARSHI DAYANANDA SERVICE MISSION, situated at Govindpur under Sadar Block of Dhenkanal district. Such Greh situates over an area of land having 3460 sq.ft. Building space. The Members of the Committee visited the premises. The premises was found neat and clean. There are big halls with 36 beds having fan, electric light and proper ventilation. The inmates have been provided with adequate space for their convenience. Mosquito nets have been supplied to the inmates to get rid of mosquito. Lavatories and bathrooms are available in the building for use of the inmates. However the Superintendent is impressed upon to follow the guidelines of the Scheme and to take necessary steps for improvement of the infrastructural facilities for better improvement of the Greh as per the norms and procedures prescribed in this regard.

While going round the blocks of the building, the Members of the Committee noticed that the premise was quite neat and clean. It is reported that there are 06 No. of latrines and 04 No. of bathrooms for use of the residents. The Members interacted with the residents, who expressed that such bathrooms and toilets are being cleaned regularly and well maintained.

It is reported that this Home has the facility of 36 beds with 50 mattresses, bed-sheets, pillows and blankets. At the time of our visit, the Members found that there were 36 inmates in such Greh inclusive of 04 children (within the age group of 1 month to 4 years with their mother-inmates), as against the total strength 50. On physical verification, the committee found 29 inmates present on the date of visit. On being asked the Superintendent submitted that 07 (04 Female and 03 Children) inmates corresponding to File No. 356/04.05.2016, 456/05.02.2019, 480/05.02.2019 have gone on leave by presenting applications. When the Members of the Committee insisted for placing the applications of such inmates, the Superintendent placed "The Inmates Leave File". On perusal the leave application of the inmates on leave are found in tact.

It is reported by the Superintendent that clothes to the inmates are being given 02 times in a year along with blanket, bed-sheet, mosquito net and children are being provided with dresses and shoes. It is further reported that sanitary kits containing soap, oil, comb, nail cutter etc. are being provide to the inmates.

The Superintendent apprised that weekly menu chart is being prepared and nutritional food is being provided to the residents as well as the children staying with the mother inmates. The Members of the Committee visited the kitchen. It was found neat and clean. It is reported that the inmates are being supplied with breakfast, lunch, evening tiffin and dinner regularly being prepared by the cook. On being asked, the inmates expressed that on the date of our visit, the menu for lunch was boiled rice,

Dal, mixed curry, chicken & *Saga*. The Superintendent has apprised that non-veg. items like chicken., eggs and fish are also being supplied to the inmates twice in a week and on festive occasions, special items like *Cake, Khiri, Puri etc.* are being supplied to the inmates. It is also expressed by the inmates that sufficient and good quality food are being supplied regularly.

However the Members of the Committee instructed to the Superintendent to prepare Indicative Menu in the prescribed proforma (Annexure-A), to display weekly menu chart as per the guidelines of the Scheme and to provide nutritional requirements to women of varying ages and special diet for children. It is reported that mother inmates are linked with nearest Anganwadi, ASHA and ANM Centres with children and are getting the benefits therefrom.

As regards Medical facilities, the Superintendent apprised that medical checkup of the inmates inducted in the Greh is being carried out as soon as possible by The doctor and in case of emergency, such inmates are being shifted to the nearest PHC for their medical treatment.

However, the Superintendent is impressed upon to ensure medical examination of the incoming residents within 24 hours of their arrival, medical examination of every resident once in every month and to maintain their health records in the prescribed proforma (Individual Health Card vide Annexure-B). He is further instructed to tie up the Greh with the local PHC to avail general medical facilities and to have linkage of pregnant women with the nearest Anganwari Centre to avail the benefits meant for them under the Scheme. The CDMO, Dhenkanal, who was very much present, advised the Superintendent to avail medical assistance from the nearest PHC and also to avail the benefit of free medicines and free medical care in such PHC. He assured to impart necessary instructions to such PHC to render necessary medical assistance to the inmates of such Swadhar Greh.

It is reported by the Superintendent that Dr.Pratap Chandra Sahoo is visiting such Swadhar Greh for 4 to 5 times in a month to look after the health related problems of the inmates and give vaccination to the children.

As per the guidelines of the Scheme, children below 6 years who accompany with the women residents when they are institutionalized as per the direction of the CWC, the Shelter Homes should arrange to send them to the nearest Anganwadi/Government-run schools including their transportation, if required. In this regard on being asked it is reported that children with the women residents are staying in such Home and at present there are **04** children within the age group of 1 month to 4 years. The Superintendent apprised that linkage with the nearest Anganwadi Centre has been made for schooling of the children below 6 years and they are attending the nearest Anganwadi Centre.

As regards vocational training for the inmates the Superintendent apprised that in this Swadhar Greh, vocational trainings like tailoring, paper bag making, broom manufacturing preparation of Spices and gardening are being imparted to the inmates.

It is also further submitted by The Superintendent that life skill education is being imparted to the inmates of the Home. Since the process is found to be inadequate by

the Committee the Superintendent instructed to follow the guidelines of the scheme which is as follows:

There should be regular classes for residents on life skill such as grooming, socialization, communication, conflict management, stress management, etc. Both formal and informal process including mentoring, exposure visits etc, should be used. Innovative and creative tools of teaching life skills should be used such as art/craft, etc. which will restore a sense of well being and dignity.

As per the scheme the inmates of the Greh are to be provided Legal Aid/Assistance as and when required. In this regard The Superintendent apprised the Committee that legal aid/assistance as required under the Scheme is being provided to the inmates of the Greh in as much as providing compensation to the women under Victim Compensation Scheme, engagement of Panel Lawyer to conduct cases on their behalf.

It is reported that 'rehabilitation' of the inmates being the most important objective of such Greh, the management of such Greh is taking sincere efforts and holding rounds of counselling to restore the inmates to their kith and kin. It is reported that counselling is being carried out with regard to the incoming residents as soon as they are inducted in such Greh. The Superintendent apprised that as on the date of inspection, as many as 19 (female 08 and Children 11) inmates have been restored to their respective families/relations. The Members of the Committee impressed upon the Superintendent that all the residents should have access to a trained counsellor and psychologist and in-house facilities should be encouraged.

The Scheme provides for preparation of weekly recreation plan in consultation with the Management Committee and making arrangements for indoor games, facilities for outdoor games, music, television, picnics, excursions etc. In this context it is reported by the Superintendent that in such Swadhar Greh, TV set is available for recreation of the residents. That apart, the residents are taken for outings at times to visit different places in the nearby area and to have picnics. It is further reported that the inmates are performing Yoga, Prayer, Pranayam etc. regularly for their moral, physical and psychological development. The Members impressed upon the Superintendent to follow the guidelines provided in the Scheme.

As per the guidelines of the scheme, Individual Care Plan for each resident, who is in the Home for more than one month, has to be prepared in the prescribed proforma (Annexure-C) taking into consideration the educational background and interest/talents/skills of the residents after due counselling with the residents.

As per the guideline of the Scheme, duty records of all the staff, especially the Resident Superintendent should be kept and there should be a secured compound wall around the Shelter Home with deployment of day and night guards and fire fighting arrangements, and emergency phone numbers should be displayed at prominent places of the building. The Members of the Committee went round the premises. The Superintendent apprised that the main living premises and courtyard has two gates and secured with boundary walls. Further it is reported for the purpose of 24 hours safety and security of the building, security guard has been deployed.

As per the Scheme, there should be trained staff and they should be provided with regular training and exposure and to maintain job description of the staff in prescribed proforma (Annexure-D).

### **3.The following procedure are to be followed for admission and exit of residents**

#### **For Admission:**

- (i) Primarily the Shelter Home is meant for women/girls in difficult situations (ascategorized in the Swadhar, Ujjawala & Short Stay Home Schemes) and they deserve to be admitted.
- (ii) In case a woman comes for Shelter on her own without any reference, information about her admission should be sent to the nearest Police Station.
- (iii) For minors, admission procedures have to be followed as per the directions of the CWC.
- (iv) A plan for re-integration of the resident shall be drawn up at the time of admission, and framed in consultation with the resident.
- (v) The new residents have to be given an orientation about the rules, physical infrastructure, staff and other such relates aspects of the Home.
- (vi) There must be a medical checkup by a Doctor within 24 hours of admission and all observations noted in the Health Card.
- (vii) The name of the new resident has to be entered in the admission register and a listing of all personal belongings must be entered in the personal belonging register.
- (viii) A separate register have to be maintained for minors.
- (ix) A photograph should be taken for the personal file of the resident.
- (x) Allotment of accommodation and issue of supplies must be done on admission.
- (xi) For children below 6 years and pregnant and lactating mothers, linkage with ICDS Centre have to be established.
- (xii) Care and service - initial rapport building, familiarity with the Home, counselling and peer group interaction must be done with the new resident.

#### **For Exit:**

- (i) An aftercare plan should be formed with identified support and assistance, formed in collaboration and consultation with the resident and the other key stakeholders.
- (ii) The Home should ensure that all the residents leaving the Homes should have a valid identity card such as Aadhar Card or Voter Identity Card and a Saving Bank Account.
- (iii) All the personal belongings of the resident received at the time of admission should be handed over.

The Scheme provides the procedure for admission and exit of the residents. The Superintendent has apprised that the residents coming from different sources are being kept in such Home and records of their admission, so also exit are being maintained. The Members of the Committee perused the admission and discharge records. On perusal it is seen that as many as **19 (8 female and 11 children)** corresponding to File No. **472/29.06.2019, 471/29.06.2019, 474/05.07.2019, 475/24.07.2019, 476/04.08.2019, 437/12.08.2019, 468/01.06.2019, 448/04.12.2018, 333/20.10.2015, 346/27.03.2019, 434/11.07.2018, 379/25.10.2016,** have been inmates restored to their respective families/relations as on the date of visit. The Superintendent is also impressed upon to give effort for increasing in the number of discharge by undertaking counselling so that they could get into the mainstream and also to follow the guidelines of the Scheme and the procedure for admission and exit of the residents.

### **4. GRIEVANCE REDRESSAL**

Resident's Response Box, whose key shall remain in the custody of the District Inspection Committee, shall be checked every week by the representative from the District Inspection Committee.

In this regard the Superintendent reported that a Complaint Box is placed inside the premises. The box is opened in presence of the Committee members but no complaint from any inmate/other source is found in the box. The Members impressed upon the Superintendent to follow the guidelines of the Scheme and install the Resident's Response Box and handle it in accordance with the guidelines of the Scheme.

#### **5. INSPECTION AND MONITORING**

Quarterly inspection by the District Inspection Committee to -

- Oversee the conditions of the Homes including safety standards;
- Review the standards of care and protection, look out for any incidence of violation of women rights;
- Look into the functioning of the Management Committee;
- Grievance redressal.
- The Resident's Response Box shall be checked every week by the representative from the District Inspection Committee.

As it is seen from the official record maintained by the Greh, this institution is being last inspection by District Inspection Committee headed by the Additional District Magistrate, Dhenkanal .

#### **6. REPORTING PROTOCOL & RECORD KEEPING BY THE SHELTER HOME**

The Shelter Home will periodically (quarterly and annually) report to the District Inspection Committee on the activities of the Home.

For smooth and transparent running of the Home, the Shelter Home has maintained the following records and Registers:

1. Inmate Admission Register (Minor and Adult Sparately)
2. Daily Beneficiary Attendance Register
3. Staff Attendance Register
4. Beneficiaries Movement Register
5. Exit/Discharge Register
6. Staff Movement Register
7. Register of Assets
8. Health Check-up Register
9. Beneficiary Case Register
10. Monthly legal-aid Counseling Register
11. Despatch register
12. Daily Visitor Register
13. Follow-up Register
14. Resident Women Committee Register
15. Monthly Menstruation Register
16. Diet Stock Register
17. Issue Register
18. Personal Belonging Register
19. Communication and Phone Register
20. Pocket Money Register
21. Monthly Weight Register
22. Beneficiary long-leave Register
23. Beneficiary Care Plan Register
24. Home Committee Register
25. Vocational Register
26. Internal Complain Committee
27. Visitor Register



28. Counseling Register
29. Stock Register
30. Cash Book
31. Ledger Book
32. Acquaintance Register

The Superintendent placed the Registers maintained by the Shelter Home before the Members of the Committee which are perused by them. The Committee instructed the Superintendent to ensure that the Registers are maintained regularly and properly.

## **7. CODE OF CONDUCT AND PROTECTION PROTOCOL**

As per guideline each institution has to develop a Women Protection Protocol as per prescribed template (Annexure-E) which should include the code of conduct, reporting line in case of violence against Women and appropriate measures to be taken against the perpetrator.

The primary objective of the protocol is to provide a safe and secure environment for all residing in the Shelter Home. The protocol should be provided with a set of rules and regulations that has to be followed. It should also have provision for disciplinary action against offenders/violators.

As a part of protection protocol, each Home has to designate one of its staff members, preferably a lady as the designated Women Protection staff. Another lady staff member has to be appointed as the Lady Warden. Similarly during travel of residents, the institutions need to ensure that a lady escort is provided for. Institutions also need to ensure that right of privacy of each and every woman is protected.

### **7.1 ROLE & RESPONSIBILITIES OF THE DESIGNATED WOMEN PROTECTION STAFF**

1. Ensure that all stakeholders associated with the institution are aware of Women Issues.
  2. Maintain effective working relationships with other agencies and services.
  3. Take decisions on action required for specific concerns at the institutional level.
  4. Liaise with appropriate authorities for suspected cases of abuse.
  5. Ensure that individual records are secure and confidential.
  6. Identify and monitor women at risk at the Shelter Home level.
7. Provide guidance to the parents, women and staff about obtaining suitable support.

### **7.2 DISPLAY BOARD**

**Display Board-1:** (at the main gate/main door of the Shelter Home) :

- Name of the Shelter Home :
- Address for Correspondence
- Designated Women Protection Staff Member/Superintendent (Name & Contact details) :

**Display Board-2:** Information Board (main wall or at a prominent place within the Shelter Home) :

Name, Designation, Contact No.

1. Collector & Sub-Collector
2. Superintendent of Police
3. DSWO & Protection Officer
4. State Commission for Women
5. Block Development Officer
6. Tahasildar
7. In-charge Local police station
8. Mahila Sishu Desk
9. Women Help Line
10. Doctors & Ambulance

### **7.3 OATH, CODE OF CONDUCT**

The Oath and Code of Conduct should be signed by each staff member and shall be displayed on the Notice Board of the Shelter Home.

### Code of Conduct for Staff

- All women shall be treated equally without any discrimination
- The best interests of the women (residents) shall be paramount
- Members/Management/Staff shall not use any women (resident) in their homes or for any manual work.
- The suggestions of the women (residents) will be taken constructively
- Transparency and accountability shall be followed in all affairs of the Institution/Hostels.
- No use of alcohol, drugs and others substances will be permitted
- During travel of residents to Court/administrative offices, etc., the institutions shall ensure a lady escort.
- A lady staff shall be appointed as Home Superintendent
- Nobody shall use vulgar or offensive language to any residents and shall not show any act intended to shame, humiliate and degrade.
- Visiting hours & return hours should be maintained
- Children (below the age of 6 years) of residents will be taken care of and will be permitted to stay with the mother. All facilities under ICDS will be made available to the children.
- Any minor rescued, accompanied or unaccompanied will be produced before the Child Welfare Committee of the district.
- Residents will be involved consistently in management of their own affairs through formation of committees.

### Oath

We (Shelter Home) recognize each women resident as a right holder and treat each and every woman equally irrespective of caste, religion, socioeconomic status, ethnicity and language. We are a registered organization and adhere to all the laws and rules made by the Government for women.

#### **7.4 MONITORING AND FOLLOW UP OF VARIOUS FORMS OF ABUSE, DISCRIMINATION AND VIOLENCE**

The women who reside may face violence in the form of abuse, discrimination and physical/mental torture. Some of the typical instances may be as follows:

- Has an injury which is not typical of bumps and scrapes
- Frequently/regularly has unexplained injuries
- Offers conflicting and confused explanations about source/cause of injuries.
- Exhibits significant changes in behaviour, performance and attitude
- Indulges in behaviour which is inappropriate for her age.

Any member of the staff or resident can act as a whistle blower and bring this to the notice of the Superintendent/Management Committee

The following procedure needs to be followed at different stages:

##### 7.4.1 Reporting Abuse:

Any resident or member of staff may raise concerns about a resident with the designated Women Protection staff or the Superintendent or the Lady Warden and these concerns should be recorded. Such concerns should also be brought to the immediate attention of the District Inspection Committee and the District Collector within 24 hours in writing (or through a telephone call in case of emergencies).

The information should be recorded in a clear, precise and factual manner on the same day. Particular attention should be paid to safeguard the privacy of the women who has been identified as 'at risk'. The resident alleging abuse should not be stigmatized in any way. On receiving information, the District Collector shall cause a detailed enquiry to be done and take action as appropriate.

##### 7.4.2 Dealing with a disclosure:

If a woman discloses that she has been abused in some way, the member of the staff should-

- Listen to what is being said without displaying shock or disbelief
- Accept what is being said
- Allow the women to talk freely
- Reassure the women without making promises
- Not promise confidentiality as it may be necessary to pass on the information for mobilizing action.

- Reassure the women that what has happened is not their fault.
- Stress that it was right on her behalf to inform
- Listen, rather than ask direct question
- Not criticize the perpetrator
- Explain the procedure to be followed to address the issue.

#### **7.4.3 Record Keeping:**

When a resident has made a disclosure, the member of the staff should-

- Make brief notes as soon as possible after the conversation.
- Record the date, time, place and any noticeable non-verbal behaviour and the words used by the student/resident.
- Draw a diagram to indicate the position of bruising/injury, if any.
- Record statement and observations rather than interpretations or assumptions.

#### **7.4.4 Allegations involving staff:**

If a woman/girl/parent/guardian/relative/custodian makes a complaint against a member of the staff, the person receiving the complaint must take it seriously and immediately inform the Superintendent/Lady Warden/Women Protection staff. A record of the concerns must be made, including a note of witnesses. If the Designated Women Protection staff is the subject of the allegation, the matter should be directly referred to the Management/Project Director. An internal enquiry has to be conducted and the whistle blower should be provided immunity from any retribution or disciplinary action.

The Scheme provides for Code of Conduct and Protection Protocol, display of Boards with regard to the Home, Name and Contact details of Superintendent/ Designated Women Protection Staff Member, important persons and institutions with designation and contact numbers and to deal with the reported abuses etc. in accordance with the guidelines of the Scheme.

The Superintendent apprised that the Display Board with regard to the Name of the Home is available and no complaint is reported by any of the inmate regarding abuse. However the Committee members instructed the Superintendent to adhere the guidelines issued by Women & Child Development Department, Govt. of Odisha strictly.

#### **Financial Assistance provided by the Government**

As stated by the Superintendent, for smooth running and good habitation of the inmates, this Swadhar Greh has been provided financial assistance from Government during the financial year 2016-17, 2017-18, 2018-19 and 2019-20 (till date) the details of which is as indicated below :-

F.Year	Letter No.	Amount (Rs)
2016-17	WCD-WW-SCHM-0004/2019/5237 WCD-WW-SCHM-0096-2016-8418	15,46,704/-
2017-18	WCD-WW-SCHM-0013/2018/5404	14,87,004/-
2018-19	WCD-WW-SCHM-0004/2019/5258	9,19,967/-
2019-20	NIL	NIL

#### **8. GENERAL ASPECTS**

As per the Scheme, 2015, women affected by domestic violence could stay up to one year. For other categories of women, the maximum period of stay could be up to 3 years. The older women above the 55 years of age may be accommodated for maximum period of 5 years after which they will have to shift to old age homes or similar institutions.

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Swadhar Greh facilities could also be availed by the children accompanying women in the above categories. Girls up to the age of 18 years and boys up to the age of 8 years would be allowed to stay in the Swadhar Greh with their mothers (Boys of more than 8 years of age need to be shifted to the Children Homes run under II Act/ ICPS).

The superintendent is impressed upon by the members of the Committee to follow the guidelines envisaged in the 2015 Scheme and to take steps for shifting of boys of more than 8 years to the Children Homes after obtaining orders from the CWC and DCPO, whenever such occasion arises.

**During visit of the Swadhar Greh one inmate corresponding to File No.411/30.11.2017 stated before the Committee members that she has filed complaint in Motonga P.S registerd vide P.S Case No-201/17 Dt.24.11.2017 u/s 407,493,506 IPC but till date no action on the complaint has been taken by the Police.**

**In view of the matter stated above, the Committee Members unanimously decided to request the Secretary of the DLSA to call for a report from the concerned P.S about the present status of the aforesaid P.S case no.**

Apart from the above, no other complaint was made by any of the inmates of the Swadhar Greh before the Monitoring Committee regarding any problem being faced by them or against the management or staff of such Swadhar Greh. The management of the Swadhar Greh was found by the Committee not to be unsatisfactory.

Sd/-  
Member,  
District Monitoring  
Committee, Dhenkanal

Sd/-  
Member,  
District Monitoring  
Committee, Dhenkanal

Sd/-  
Chief District Medical  
Officer-cum-Member  
District Monitoring  
Committee, Dhenkanal

Sd/-  
Collector-cum-DM-  
cum-Co-Chairperson,  
District Monitoring  
Committee, Dhenkanal

Sd/-  
District Judge -  
-Cum-Chairman,  
District Monitoring  
Committee, Dhenkanal