



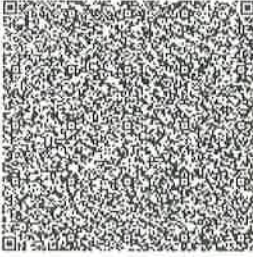
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MEMORANDUM OF UNDERSTANDING BETWEEN

DELHI POLICE,

JAMIA MILLIA ISLAMIA, DELHI SCHOOL OF SOCIAL WORK, UNIVERSITY OF DELHI
AND

TATA INSTITUTE OF SOCIAL SCIENCES (TISS)

This Memorandum of Understanding (hereinafter referred to as MoU) is executed on this Day of 2017 at New Delhi.

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N. Agnimitra

[Signature]

BETWEEN

DELHI POLICE, acting through its **Joint Commissioner of Police, SPUWAC, PTS Complex, Malviya Nagar, New Delhi** (hereinafter referred to as “**DELHI POLICE**” which expression shall unless repugnant to the context or meaning hereof, include its successors and permitted assigns) and referred as the “**First Party**” hereinafter.

AND

JAMIA MILLIA ISLAMIA (A Central University by an Act of Parliament), Delhi and having its registered office at Jamia Nagar, New Delhi- 110025, acting through its Registrar and the Department of Social Work in particular (hereinafter referred to as “**JMI**” which expression shall unless repugnant to the context or meaning hereof, include its successors and permitted assigns) and referred as the “**Second Party**” hereinafter.

AND

Department of Social Work, (DELHI SCHOOL OF SOCIAL WORK), University of Delhi is a department in affiliation to Delhi University under Delhi University Act, 1992 and having its registered office at 3, Delhi University Road, Delhi, 110007, acting through its Head (hereinafter referred to as “**DSSW**” which expression shall unless repugnant to the context or meaning hereof, include its successors and permitted assigns) and referred as the “**Third Party**” hereinafter.

AND

TATA INSTITUTE OF SOCIAL SCIENCES (TISS), MUMBAI, deemed to be a University under Section 3 of the University Grants Commission Act (UGC), 1956 and having its registered office at V.N. Purav Marg, Deonar, Mumbai-88, acting through its **Director and the Resource Centre for Interventions on Violence Against Women (RCI-VAW) in particular**, (hereinafter referred to as “**TISS**” which expression shall unless repugnant to the context or meaning hereof, include its successors and permitted assigns) and referred as the “**Fourth Party**” hereinafter.

Whereas **Delhi Police, JMI, DSSW and TISS** have reached an understanding to co-operate and work together by utilizing their respective strengths for:

- Undertaking the project “**Social Service Unit for Women**”,
- Providing quality psycho-social-legal services to women survivors of violence through the placement of trained social workers in teams within the Police system (DCP & ACP offices/major Police Stations, at Divisional/Sub-Divisional level)

– Generating understanding that violence against women and other marginalized citizen groups is a crime and it is the responsibility of the State to prevent and counter.

Thus, through its strategic location in the Police system, the Social Service Unit for Women creates space for violated women to receive emotional & social support through quality psycho-social-legal services' provision by professional full-time social workers, within the criminal justice system (CJS) where the violence survivors' needs and concerns are addressed within a facilitative environment.

And whereas the Delhi Police personnel through Police Stations respond to cases of violence against women in the city, recognizing the need of a multi-agency coordinated response to the women's issues which includes the services of trained personnel and social services to effectively deal with violated women. The project makes these social services also accessible to women of all strata by its location in the police stations. Women who approach the Police Stations are from all socio-economic strata of the society governed by traditional and patriarchal values, who, when violated, find the Criminal Justice System challenging- viz., lengthy in procedures, too 'public' and expensive to access/negotiate, and thus seek alternative conflict resolution mechanisms. In the event of approaching Police and Courts to end their experience of violence, they need additional support to negotiate these systems.

THIS MEMORANDUM OF UNDERSTANDING HAS BEEN ENTERED INTO ON THE FOLLOWING TERMS AND CONDITIONS:

1. OBJECTIVES AND THE VISION MISSION OF THE PROJECT:

I. Two trained and qualified social workers will be employed on full-time basis in 30 Police Stations/Offices at District level across 2 Ranges – as per decision taken by Delhi Police with Technical Support Agencies' representatives in meeting of 10.07.2017 - to provide quality psycho-social-legal services to women and girls survivors of violence. The primary goal of setting up Social Service Unit is to provide a sensitive first response and subsequent anchorage with need based services in order to address and redress all forms of violence and other issues against women, children and elderly through the trained social worker located within the police system. Following is the scope of work of the said Social Service Units:

- Rebuild violated women's and children's self-esteem, self-worth and dignity;

- Negotiating for non-violence with various stakeholders (incl. family, community, violence-perpetrators, and State system personnel);
- Empower women, children and older persons so that they can negotiate a non-violent life for themselves;
- Provision of a non-threatening and responsive environment within the police system that facilitates reporting and redressal;
- Destigmatising women's experience of violence (especially women and children) by creating critical awareness among the citizens at large;
- Strengthen the response of the police system towards rendering quality socio-legal service delivery with respect to violated women, children and elderly in a collaborative mode;
- Document the work of the Social Service Unit for critical review, reflection, research & advocacy;
- Act as a relevant information hub and referral centre;
- All of the abovementioned goals are to be achieved through processes & interventions viz. providing emotional support & strengthening the psychological self of the violated woman, negotiating for non-violence with various stakeholders, building support systems for violated women, engaging police help in the interest of violated women, arranging shelter for violated women, working with men in the interest of violated women, the re-establishment of women's relationships with their economic assets, advocacy for group entitlement in the interest of violated women, development counselling with violated women, and Legal Aid/information/support to facilitate the violated woman's journey through the criminal justice system.

These activities will be carried out through different intervention strategies such as individual and joint meetings, home visits and collateral visits, networking with relevant social organisations, training and workshops with Police and working with service providers, protection officers and child welfare officers. Documentation of the intervention conducted by the social workers will also constitute a major role of the Social Service Unit social worker.

II. 4 (Four) Capacity Support Officers (CSO) will also be appointed to monitor and coordinate the programme. The role of the CSO includes:

- Supporting the social worker/ counsellor in dealing with cases of women, children and elderly that come to the Social Service Unit
- Fortnightly visits to the Social Service Centre to seek updates, provide inputs and address issues of intervention being encountered by the Social Worker/Counsellor (Initial Visits may be more frequent)



N. Agnimitra





- Organize case conferences at the regional level once in a month to facilitate capacity building through a process of cross learning
- Developing, seeking and collating monitoring formats and reports.
- Analyzing and presenting the data at end of the first year of the Project. Enabling ongoing qualitative and quantitative analysis of the data and supporting in publication of reports/papers on the above analysis. Dissemination of the data in different public forum.
- Creating awareness about the Social Service Unit along with social workers.
- Coordinating refresher training once in six months in two batches for the social workers/counsellors for two days.
- Participate in Bi-Monthly meeting of Regional CBOs and Mentor Organizations.
- Collating and developing resource material (resource directory of referral agencies, IEC/BCC material, audio-visual material specifically on the issue of violence against women and children). Support in development of a short film on the concept of the Social Service Unit.
- Analysis of the existing Counselling Aids such as audio-visual material (flip books, drawing books, etc.) and Bridging the gap through development of the same.
- Undertaking policy review and advocacy based on the emerging data with the support of the Technical Support Agency.
- Identification of potential areas of collaboration with stakeholders along with the social worker.
- Evolving differential strategies for sensitization based upon the stakeholder accessibility and specific/individual relevance along with the Technical Support Agencies.
- Dissemination of project outputs for strengthening collaborative interventions.
- Working along with representatives of JMI, DSSW & TISS to ensure quality of the service provided at the Social Service Unit.

III. Each Social Service Unit has two trained/qualified social workers who work full-time (from Monday to Friday and first, third and fifth Saturday) and are paid accordingly. Four Capacity Support Officers (CSO) will also be appointed on a full time basis (from Monday to Friday and first, third and fifth Saturday) to coordinate and support the entire Social Service Unit programme. The CSOs must function (incl. travel on work across the State) with base at the District Special Police Unit for Women and Children (SPUWAC) H.Q. at Malviya Nagar and regional offices at the District DCP Office. Support staff for the CSOs (accounts & administration, DEO/clerk, messenger etc.) as well as for each Social Service Unit within a Police Station (i.e. Police constabulary/writer) are placed on deputation from respective Departments.



N. Agnimitra





2. AREAS OF MUTUAL CO-OPERATION:

It is hereby agreed that **Delhi Police, JMI, DSSW and TISS** will co-operate in the following areas:

- i) To co-operate and work jointly by utilizing their respective strengths for implementing the project in Delhi;
- ii) To ensure maintenance of service quality and best response to the issue of violence against women and children.

3. ROLE OF THE DELHI POLICE

- i) The Police Department would co-facilitate along with JMI, DSSW and TISS the recruitment and appoint of the social workers located at police stations across the State.
- ii) The Police Department and personnel will work collaboratively with the trained social workers in police stations to respond in a holistic manner to survivors' needs in cases of violence against women and children. This will include referring cases to the social workers as and when required to supplement the Police's efforts and procedural actions when the violated woman approaches the Police Station/personnel directly.
- iii) The Police Department will provide space and logistical support for the effective functioning of Social Service Units for the social workers located at Police stations/offices at district-level and CSOs located at District Police HQ and SPUWAC, Malviya Nagar. Each Social Service unit will be located within the police station, and will be allotted an independent room with privacy, electricity, access to sanitation & drinking water, ensured to be easily accessible to women, children and disabled persons. Each Unit will be provided with 2 tables and adequate number of chairs, dividers/partitions and waiting area (incl. seating), so as to ensure confidentiality & dignity of the casework process with multiple clients (violence survivors) and other stakeholders (violence perpetrators, families, children etc.). Extension to P.S. phone line/independent phone line and handset, computer, internet, printer, mobile phone, lockable.
- iv) Storage space (for documents, registers etc.), stationery, postage, vehicle (from Motor Transport Section as and when required for home-visits or crisis intervention), an Identity card/Authority letter to the Social Workers attached to the unit so that they can visit police stations, access records, without any difficulty – these are all facilities shared with by the Police with Social Service Unit for support in crisis-intervention work. A clear and visible board specifically indicating the location and timings of the Social Service Unit office/unit must be permitted and provided as well.

- v) Police personnel at respective levels of Police hierarchy will initiate further action, as recommended by the appointed trained social workers in the cases that come to the Social Service Unit, provided it is within the legal framework.
- vi) Deputy Commissioner of Police (SPUWAC) will have periodic meetings with the social workers, CSOs and representatives from JMI, DSSW & TISS to monitor and review the work. The day-to-day - monitoring of the project would be done by Delhi Police. The Delhi Police will ensure that the Social Service Unit personnel compile monthly reports for sharing with all stakeholders, and also that quarterly reports will be maintained either by calendar year (January 1-December 31) or by financial year (April 1 to March 31).
- vii) Delhi Police will maintain procedures & documents regarding appointment, attendance and employment contract extension w.r.t. the social workers and CSOs as per GoI rules for contractual employees. Delhi Police will also prepare a Human Resource Policy applicable to the contractual employees appointed under this project and any other personnel appointed within this project henceforth.
- viii) Salaries of the Social Workers and CSOs will be credited to their accounts by the 5th of the next month (i.e. within 5 days of lapse of wage period). The attendance sheets of the Social Workers and CSOs will need to be processed by the Delhi Police latest by 20th of the current month. Any unpaid leave after this period may be adjusted in the next month. Salaries of the Social Workers and Coordinator would not be linked to receipt of monthly or quarterly or any other reports.
- ix) Advocate in expansion and sustainability of the service with concerned State/ Central Govt. departments.

4. ROLE OF TECHNICAL SUPPORT AGENCIES, VIZ. RESOURCE CENTRE FOR INTERVENTIONS OF VIOLENCE AGAINST WOMEN (TISS), DEPARTMENT OF SOCIAL WORK (JMI), AND DSSW (DELHI UNIVERSITY)

- i) Determine the eligibility criteria of the social workers; select the panel for the interviews; partake in the interview process; finalize list of selected and empanelled social workers
- ii) Monitor and supervise the work of the CSOs
- iii) Support in report writing; write and publish papers based on the data of the Social Service Unit
- iv) Facilitate monthly meetings with CSOs of the SSU programme
- v) Support Delhi Police in organizing trainings for CSOs & social workers
- vi) Design & facilitate annual appraisals – along with Delhi Police - of the CSOs & social workers
- vii) Collaborating with other NGOs, women's organizations and social work institutions to form a State Level Resource Group



- viii) Undertaking policy review and advocacy based on the emerging data
- ix) Participate in monitoring committee and State Level Resource Group meetings
- x) Support Delhi Police in advocating for expansion and sustainability of the service

5. PROJECT FUNDING AND MONITORING MECHANISMS:

Delhi Police will provide funds to JMI, DSSW and TISS based on the budget provided by MHA, for the technical support to the Social Service Unit project in two installments i.e. during the start of the project in year one and at the start of year two of the project cycle. For the purpose of the implementation of the said project, the DCP, SPUWAC will establish/implement such procedures to be set in place as may be required for the smooth flow of funds including opening an account with DCP/CAW Cell to meet expenses for the project. Similarly, JMI, DSSW and TISS will also open separate accounts and maintain expenditures and submit utilization certificate at the end of each year for the duration of the project.

6. MONITORING COMMITTEE

A monitoring committee will be established with representatives from (i) Ministry of Home Affairs/ Women and Child Development, (ii) DCP (SPUWAC) (iii) ACP of district where Social Service Unit is being implemented (iv) representatives from JMI, DSSW and TISS (v) one social worker of Social Service Unit (on rotational basis) (vi) one CSO (on rotational basis), (vii) one member from a reputed government recognized Institution having at least 5 years' work experience on women's issues. The Committee will meet at least every six months to monitor and review the progress of the project. Administrative decisions in the best interest of the programme in terms of quality and sustainability would be made by the Monitoring Committee/Sub-committee, based on programme progress data, and discussions between all stakeholders involved in the programme work. The role of the Monitoring committee includes:

1. To draw up detailed work plan
2. Monitor programs and activities undertaken by the CAW Cell
3. Review / Monitor financial expenditure
4. Attend expeditiously to problems in implementation
5. Facilitate smooth coordination with other departments
6. Work towards institutionalising the service as a regular administrative measure of the government.

7. GENERAL AND CONFIDENTIALITY OF DOCUMENTS



- (i) The parties agree not to disclose or reveal without mutual consent any information which may be received by them during the course of working jointly under the terms of this MoU. As far as possible, all the material information shall be kept strictly confidential unless such information needs to be disclosed as per law in India;
- (ii) The parties agree that the information related to the project shall not be published, shared or disclosed in public domain without due approval of Delhi Police.

8. WARRANTIES

- (i) Each party represents and warrants to the other that:
 - a. It has full power and authority to enter into and perform under this MoU;
 - b. The person executing this MoU on behalf of the parties are fully authorized to sign this MoU; and
 - c. The services rendered and operations conducted pursuant to this MoU shall be in compliance with existing legislation, statute, ordinance, regulation, administrative rulings and requirement under Law;
- (ii) Each of the parties represents and warrants to the other that there is no existing agreement or arrangements or obligations with any other parties, the terms of which prevent that party from entering into this MoU or which would impede or restrict the performance of its obligations under this MoU.

9. GOVERNING LAW AND DISPUTE RESOLUTION

- (i) This MoU shall be governed by and construed in accordance with the laws of India;
- (ii) All disputes and differences between the parties arising out of this MoU shall be resolved mutually by the parties;

10. FORCE MAJEURE

- (i) Either party will not be liable for any delay in performing or failure to perform its obligations under this MoU if:
 - a. such failure or delay (directly or indirectly or in whole or in part) is caused or in any manner arises or results from *Force Majeure*;
 - b. that party has used all reasonable endeavours to minimize the force majeure impact on its ability to so perform; and
 - c. that party has given notice in writing to the other party identifying such event and the date of its occurrence within three days of such occurrence.



11. NOTICES


Any notice issued under this MoU shall not be binding unless the same is made in writing and shall be deemed to have been properly served if delivered by hand or by registered post/courier service or by facsimile transmission at its address set out above or as otherwise notified by either party to the other.

12. VALIDITY OF MOU

- (i) This MoU shall be operational from the date of execution of the MoU and shall be reviewed after twenty four months from the date of execution and may be renewed after twelve months, upon mutual consent.
- (ii) This MoU may be terminated either by mutual consent or by either party after giving one month's written notice. Each party however will complete its respective obligations arising out of this MoU before the said termination for completing the project.

IN WITNESS WHEREOF the parties hereto through their duly authorized representative have set their respective hands on this MoU on the date, month and year mentioned as on date.



(David Lalinsanga) IPS
Joint Commissioner of Police
(SPUWAC/CAW Cell)
Malviya Nagar,
New Delhi - 110 017
(for & behalf of Delhi Police)


Head, DSSW
(for & behalf of DSSW)

समाज कार्य विभाग / Department of Social Work
विश्वविद्यालय / University of Delhi

WITNESSES:

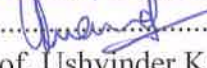
1. 
DCP, SPUWAC/CAW Cell, Delhi Police)


3. 
(Dr. Neena Pandey, Associate Professor, Delhi
School of Social Work, University of Delhi)


Registrar
Jamia Millia Islamia
(A Central University)
New Delhi - 110 025
(for & behalf of JMI)


Registrar, TISS
(for & behalf of TISS)

C. P. Mohan Kumar
Registrar
Tata Institute of Social Sciences
Deonar, Mumbai - 400 088.

2. 
(Prof. Ushvinder Kaur Popli
Department of Social Work, JMI)

4. 
(Dr. Trupti Jhaveri Panchal
Asst. Professor, Faculty in-charge,
RCI-VAW, TISS, Mumbai)