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Standard Operating Procedures (SOPs) For Women Protection Centers (WPC), Punjab

Punjab Women Protection Authority
The Government of Punjab





NO.DG-PWPA(ADMN)/2025-2099
GOVERNMENT OF THE PUNJAB
OFFICE OF DIRECTOR GENERAL
PUNJAB WOMEN PROTECTION AUTHORITY

Dated: FEBRUARY 19, 2025

Notification

To ensure consistent and efficient mechanism of performance for Women Protection Centers compliant with Government Rules and Regulations and international standards, The Director General, Punjab Women Protection Authority is pleased to notify the following Standard Operating Procedures (SOPs) for implementation by all Women Protection Centers and Punjab Women Protection Helpline 1737.

Approved and Signed by:

KALSOOM SAQIB
Director General,
Punjab Women Protection Authority (PWPA)
The Government of Punjab

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Preface



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Preface

Violence against women remains a pervasive issue in Pakistan, with deep-rooted societal challenges contributing to its prevalence. Pakistan has grappled with the need for comprehensive measures to address this issue, recognizing the significance of safeguarding the rights and well-being of women. The country has faced persistent challenges related to violence against women, encompassing various forms such as domestic abuse, honor killings, intimate partner violence, and harassment. Sociocultural factors, coupled with gaps in legal frameworks and law enforcement, have contributed to the perpetuation of such violence.

The Punjab Protection of Women Against Violence Act was enacted in 2016 to address and combat various forms of violence against women in the province. The legislation was introduced to provide a comprehensive framework for protecting women from physical, psychological, economic, and cyber-related abuses. It aimed to fill existing legal gaps and offer a structured mechanism for redress and rehabilitation of women survivors of violence.

The Government of Punjab is mandated to establish **Women Protection Centers** and shelter homes across the province. These centers serve as converging points for essential services, including police reporting, medical examinations, forensic evidence collection, legal aid, and psychological counseling. They also provide immediate protection and shelter to aggrieved women.

The Punjab Women Protection Authority (PWPA), established under the **Punjab Women Protection Authority Act 2017**, is responsible for overseeing and executing the protection system, including the establishment and operation of **Women Protection Centers (WPC)**.

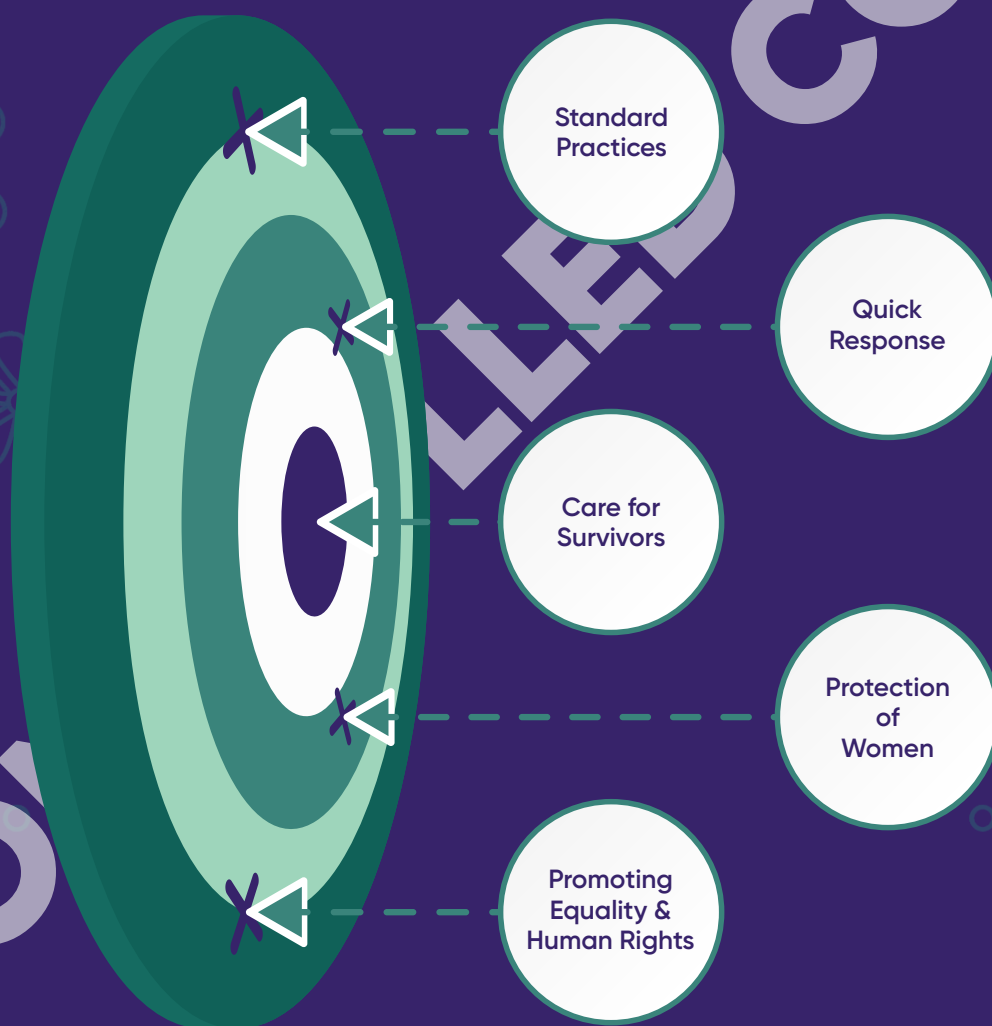
Standard Operating Procedures (SOPs) for Women Protection Centers (WPCs) ensure the effective implementation of the **Punjab Protection of Women Against Violence Act, 2016** by providing a clear framework for consistent, legally compliant, and efficient support to women facing violence. They guide WPC operations to deliver services in a legally sound, effective, human rights-based, and survivor-centered manner.

Chapter 1

Standard Operating Procedures (SOPs) of Women Protection Centers (WPCs), Punjab



Objective of the Standard Operating Procedures (SOPs)



1. Objective of the SOPs

The Standard Operating Procedures (SOPs) will provide an outline of standard practices that will be followed by all the departments/staff/service providers employed at the protection centers by the Punjab Women Protection Authority (PWPA). This will help the protection center's management to ensure standardized response and the quality care to survivors of violence as well as initiate the process of accountability for the services provided to survivors.

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Scope of SOPs of Women Protection Centers under Punjab Protection of Women against Violence Act 2016



2. Scope of SOPs of Women Protection Centers under Punjab Protection of Women Against Violence Act 2016

The Punjab Protection of Women Against Violence Act 2016 establishes a comprehensive system for the protection, relief, and rehabilitation of women facing violence. It includes broad definitions of "aggrieved person" and "violence" to extend protection widely. Key features of this Act include institutional mechanisms for support, court-issued protection, residence, and monetary orders, as well as provisions for rescue, ensuring effective safeguarding of women's rights.

To ensure clarity and focus, the key provisions of this law relevant to these Standard Operating Protocols (SOPs) are outlined below:

- The law defines an "aggrieved person" as any female who has been subjected to violence while "violence" is defined to include "any offence committed against the human body of the aggrieved person including abetment of an offence, domestic violence, sexual violence, psychological abuse, economic abuse, stalking or a cybercrime. Therefore, the ambit of the law extends beyond domestic violence overall with only certain provisions in the law (right to reside and residence orders) limited to acts of domestic violence.
- Protection Centre under the law includes established Violence against Women Centre (VAWC) and Crisis Centers/Dar ul Amans declared as Protection Centers across Punjab.
- Functions of the Protection Centers are elaborated under section 13(2) of the Punjab Protection of Women against Violence Act 2016 with District Women Protection Officers and Women Protection Officers being critical positions.
- Under section 15 of the Punjab Protection of Women against Violence Act 2016, District Women Protection Officers and Women Protection Officers are given the power to rescue an aggrieved person which is an important feature of this law.
- The law envisages an overall protection system within each district constitutive of District Women Protection Committees, Protection Centers and Shelter Homes.
- Role of District Women Protection Officers and Women Protection Officers as well as the working of Protection Centers are the main points for operationalization of the law. In this regard, these SOPs seek to elaborate operations of state functionaries in ensuring that all women who are victims of violence are protected.

Types of violence covered in the ACT in the SOPs



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3. Types of Violence Covered in the ACT in the SOPs

For the purpose of ensuring clarity and uniformity in service delivery, the following definitions from the Punjab Protection of Women Against Violence Act 2016 are incorporated into these Standard Operating Procedures (SOPs). These definitions provide a framework for identifying and addressing various forms of violence experienced by women and guide the response and support services provided by Women Protection Centers (WPCs).

- Domestic violence” means the violence committed by the defendant with whom the aggrieved person is living or has lived in a house or visits the house when they are related to each other by consanguinity, marriage, adoption or in terms of employment.
- “Violence” means any offence committed against the human body of the aggrieved person including abetment of an offence, domestic violence, sexual violence, psychological abuse, economic abuse, stalking or a cybercrime.
- “Economic abuse” means denial of food, clothing and shelter in a domestic relationship to the aggrieved person by the defendant in accordance with the defendant’s income or taking away the income of the aggrieved person without her consent by the defendant; and
- “Psychological violence includes psychological deterioration of aggrieved person which may result in anorexia, suicide attempt or clinically proven depression resulting from defendant’s oppressive behavior or limiting freedom of movement of the aggrieved person and that condition is certified by a panel of psychologists appointed by District Women Protection Committee.

Legal Remedies



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4. Legal Remedies

- Right to reside in a house under section 5 of the Act.
- Interim Order under section 6 of the Act.
- Protection Order under section 7 of the Act.
- Residence Order under section 8 of the Act.
- Monetary Order under section 9 of the Act.
- Power to enter (Rescue) under section 15 of the Act.

Services by the Women Protection Centers



5. Services by the Women Protection Centers

5.1 Help line

- The Punjab Women Protection Helpline 1737 is a crucial component in the protection system; it serves as the initial point of contact for women experiencing violence, abuse, or threats.
- The helpline shall operate 24/7, ensuring that women in distress can seek assistance and protection in a safe, timely, and efficient manner at any time. The helpline shall refer survivors/aggrieved to relevant services and resources, including DWPO/WPO, legal, medical, and shelter services, in line with the survivor's needs.
- All operations through the helpline must be conducted with the utmost respect for confidentiality and professionalism, ensuring that survivors' information is protected at all times.
- *For detailed guidelines please refer to the "SOPs of 1737 Helpline"

5.2 Psychosocial support (counseling)

- The psychosocial intervention at the Women Protection Center will be guided by the Survivor-Centered Approach, prioritizing the survivor's needs and perspectives as the core focus of the services provided to her.
- The primary role and responsibility of Psychologists in women protection centers is to evaluate the psychological support needs of the survivor/aggrieved, help them deal with their emotions and feelings of distress. This includes trauma-informed care approaches, such as Cognitive Behavioral

Therapy (CBT), stress management techniques, emotional grounding, and relaxation exercises. These strategies aim to provide both immediate emotional stabilization and long-term psycho-social support, empowering survivors, enhancing coping mechanisms, and promoting overall resilience during the recovery process.

- Senior psychologist at WPC shall provide clinical oversight, quality assurance, and emotional support for staff while facilitating professional development through regular individual and group supervision

5.3 Facilitating survivor for FIR lodging

- Upon receiving a report of Gender-Based Violence (GBV) incident, the DWPO shall assess the situation and confirm the need for lodging an FIR, based on the severity of the incident and the aggrieved/survivor's wishes. The DWPO will inform the survivor of their right to lodge an FIR and explain the steps involved. This includes clarifying the role of the police, the importance of the FIR in initiating legal action, and potential outcomes of the process.
- Before proceeding, the DWPO shall evaluate the safety risks involved for the survivor/aggrieved, including threats of retaliation or further harm. Necessary protective measures will be arranged where needed, including referring to the shelter homes. After lodging the FIR, the DWPO shall continue to support the survivor/aggrieved by ensuring they are informed of the next steps in the legal process.

- The DWPO shall also ensure that the survivor/aggrieved is connected with legal aid, medical support, counseling, and other services as needed. Regular follow-up shall be conducted to monitor the progress of the case and ensure that the survivor's safety and well-being are maintained throughout.

5.4 Facilitating survivor for medical assistance

- The DWPO shall facilitate that survivor/aggrieved receive timely medical attention and assistance with the medico-legal process, in line with the survivor-centered approach.
- Services shall be provided with respect of the aggrieved/survivor's dignity, confidentiality, and informed consent. The DWPO shall refer the survivor to a designated health facility authorized to handle GBV cases and medico-legal services. The DWPO/WPO must explain the medico-legal process to the survivor, including the importance of medical evidence collection in legal proceedings. DWPO/WPO shall facilitate coordination between the survivor/aggrieved and authorized medico-legal officers (MLOs) for proper evidence collection and documentation. Proper documentation of all actions taken during the facilitation of medical aid and the medico-legal process should be maintained for accountability and service improvement.

5.5 Prosecution

- The District Women Protection Officer (DWPO) or Women Protection Officer (WPO) shall assist the aggrieved person in registering an FIR at the relevant police station, with Protection Centre staff ensuring proper coordination and obtaining a stamped acknowledgment of the complaint. WPO shall follow up on FIR registration and, in case of

police non-compliance, refer the matter to the Law Officer or a panel lawyer to file a complaint under Section 200 Cr.P.C or an FIR application with the SSP (Investigations), followed by a petition under Section 22-A Cr.P.C if necessary. The DWPO/WPO shall initiate proceedings under Section 166 PPC against delinquent police officials and will ensure regular follow-ups on the prosecution process. Non-cooperation by police will be raised in District Women Protection Committee meetings to ensure accountability.

5.6 Shelter

- The procedure for referring GBV survivors to shelter homes of the Protection System ensures a safe and survivor-centered process, focused on protection, care, and support. This involves performing an assessment to evaluate the need for shelter, securing the survivor's informed consent, and ensuring strict confidentiality. The DWPO/WPO shall facilitate the referral of a survivor/aggrieved by coordinating with the district's shelter homes, arranging safe transportation, and ensuring proper documentation. The DWPO/WPO shall collaborate with the Superintendent of the Shelter Home to provide ongoing support, including psychosocial services and legal aid, during the stay of survivor/aggrieved at the shelter.

5.7 Mediation and reconciliation

- The mediator must be a neutral, trained professional with experience in GBV cases, attuned to cultural and gender considerations. Mediation should be conducted with great care, adhering strictly to the principles of safety, confidentiality, and a survivor-centered approach.

Survivors/agrieved must be made aware that participation in mediation is voluntary and will not impact their access to other services. Obtaining informed consent is a vital part of the process. In a secure and confidential setting, the mediator assists both parties in reaching a mutual understanding or agreement that upholds the survivor's dignity and needs.

5.8 Legal assistance

- The Law Officer at Women Protection Center shall provide the survivor/agrieved with accurate, clear, and confidential legal advice, explaining their rights under Punjab and National laws, including their right to file FIRs, seek protection, and pursue legal action against perpetrators of GBV. The Law Officer shall support survivors in filing complaints and

FIRs, ensuring that all required legal documentation is completed accurately and in a timely manner. The Law Officer shall work closely with DWPO and Police to ensure the proper investigation of GBV cases, including facilitating the collection of evidence, protection of survivors, and timely arrests of perpetrators. If needed, refer survivors to pro bono lawyers for specialized assistance, ensuring that survivors have access to all available legal avenues for justice. The Law officer shall handle all legal matters with respect to the survivor's dignity, autonomy, and informed consent. The Law Officer at a Women Protection Center (WPC) shall be responsible for monitoring pending cases, ensuring timely compliance with court orders, and providing legal assistance to survivors.

Guiding Principles

RIGHT TO SAFETY

RIGHT TO CONFIDENTIALITY

RIGHT TO DIGNITY AND RESPECT

RIGHT TO NON-DISCRIMINATION

DO NO HARM

6. Guiding Principles

The following guiding approaches and principles, grounded in a human rights framework and aligned with international standards, form the foundation of these SOPs.

6.1 Right to safety

The safety and security of the aggrieved persons/survivor will be the priority and the primary consideration in support provision. All interventions will be conducted based on a structured risk assessment, and protection will be offered to those at risk.

6.2 Right to confidentiality

Aggrieved persons/survivors have the right to choose to whom they will or will not tell their story, and information should only be shared with their informed consent (informed consent refers to the ethical principle that survivor/aggrieved must be fully informed about the purpose, risks, and potential benefits of sharing their information within the GBV). Records and identity of the survivors/aggrieved shall be kept confidential to ensure privacy, respect and dignity.

6.3 Right to dignity and respect

Aggrieved persons/survivors have the right to informed choice and voluntary consent for any decisions or actions taken on their behalf

should be fully respected. Information on the guidelines and the services provided by the protection center must be conveyed to the aggrieved through means that ensure their full understanding of the communication.

The aggrieved person shall be treated with due respect for their inherent dignity and value as human beings. Principles of human rights will be applicable to all survivors.

6.4 Right to non-discrimination

There shall be no discrimination on the basis of class, caste, gender, religion, language, ethnicity, age and/or profession of the aggrieved person/survivor.

6.5 Do no harm

All staff members at the Women Protection Center (WPC) shall safeguard the safety, dignity, and rights of women seeking protection and support across all WPC operations, including service provision, data management, and staff conduct.

Standard Operating Procedures (SOPs)



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7. Standard Operating Procedures (SOPs)

7.1 Eligibility

Any aggrieved female (including transwomen, women with disabilities and mentally challenged women) in distress or affected by any form of GBV is eligible to approach the WPC for related services irrespective of their religion, caste, age, ethnicity etc. The WPC shall accept cases referred from police, healthcare providers, social services, public/private helplines, district administration and other relevant agencies/organizations.

7.2 Human resource

Due to the sensitive nature of the Women Protection Centers (WPC) and the needs of survivors/aggrieved seeking assistance, the Center shall ensure the recruitment/placement of skilled female staff possessing relevant qualifications and experience appropriate for providing survivor centered support.

Male shall not be eligible for the key positions including: DWPO, WPO, Psychologists, Law officer, and Social Welfare Officer, etc.

WPC shall have following minimum full-time staff:

Sr #	Post	BPS	# of Posts
1	District Women Protection Officer	18	1
2	Women Protection Officer	17	2
3	Senior Psychologist	18	1
4	Psychologist	17	4
5	Social Welfare Officer	17	2
6	Law Officer	17	1
7	Data Analyst	17	1
8	Monitoring & Evaluation Officer	17	1
9	Social Mobilizer	17	2
10	Senior Data Processor	16	1
11	Assistant	16	1
12	Accountant	15	1
13	Driver	5	2
14	Naib Qasid (Female) /Office Boy	1	2
15	Sweeper	1	2
16	Maali	1	1

7.3 Operational hours

The Women Protection Center (WPC) shall operate 24 hours a day, 7 days a week, ensuring continuous and uninterrupted service provision. Adequate staffing coverage will be maintained across all shifts to ensure the availability of trained staff for protection, care, and support services at all times. Shift rotations shall be planned as per the available human resource.

7.4 Criteria for appointing key positions at WPC:

- Should meet the criteria of recruitment policy 2022 of the Government of Punjab.
- Must hold relevant educational qualifications in Social Sciences fields such as (Social Work, Psychology, etc.), Law, Healthcare, or other disciplines related to GBV, women's protection, and social services.
- In-depth knowledge of gender-based violence, women's rights, and the related laws, including the Punjab Women Protection Act 2016 and other relevant provincial and national legislation.
- Prior experience in managing cases of GBV, working with survivors of domestic violence, and collaborating with legal, health, and social service systems.
- Sensitive to the needs and vulnerabilities of survivors, including transwomen, women with disabilities and mentally challenged women.
- Experience in coordinating multi-agency efforts and facilitating referrals for survivors of GBV.
- Physically and mentally fit to handle the demands of the role, including dealing with

stressful and sensitive situations.

- Proficiency in regional languages (e.g., Punjabi, Sariki, Pothowari etc.) and an understanding of the cultural context and barriers faced by women in the district.
- High standards of integrity, empathy, and professional ethics in dealing with survivors of gender-based violence.

7.5 Criteria for service providers from other relevant departments:

The general criteria for service providers (including police, prosecutors, health professionals, and legal officers etc.) supporting Gender-Based Violence (GBV) cases with Women Protection Centers (WPCs) are as follows: Experience in dealing with gender-based violence cases or in relevant social services, including experience working with vulnerable populations such as survivors of domestic violence, sexual abuse etc.

- Service providers should have undergone specialized training on GBV Case Management, and ethical handling of sensitive cases. Regular participation in capacity-building workshops and updates on GBV-related legal frameworks, such as the Punjab Women Protection Act 2016, will be mandatory.
- Familiarity with protocols for handling GBV cases in WPCs, including referral systems, documentation standards, and confidentiality procedures.
- Strong gender sensitivity and an understanding of the cultural, social, and economic factors that affect women's experiences with violence.
- Empathy, patience, and active listening skills to effectively engage with survivors and

provide appropriate support.

- Experience in managing referrals and facilitating access to services across sectors (e.g., legal, healthcare, shelter, and counseling).
- Proficiency in local languages is important to communicate effectively with survivors, particularly in rural areas where these languages are predominantly spoken.

7.6 Security desk procedures:

- The Security personnel shall greet the survivor/aggrieved warmly and respectfully, making them feel safe and welcome.
- The Security personnel shall offer a private and comfortable space for the initial conversation and conduct a brief intake interview to gather essential information (as per the registration form).
- All visitors must sign in at the security desk, providing the following details:
 - Name
 - CNIC/ID Number
 - Contact Information
 - Purpose of Visit
 - Time of Entry and Exit
 - Sign/thumb print
- If installed, metal detectors and scanners must be used to check for prohibited items such as weapons or dangerous materials or any other harmful liquid.
- The Security personnel shall direct the aggrieved person/survivor to the case manager for the process of initial assessment.
- A clear logbook or digital record must be maintained to document all individuals entering and leaving the center.
- Only authorized personnel, clients, or visitors with a valid purpose may enter the premises.
- All staff must present valid identification cards issued by the department upon entry and exit.
- Security personnel will verify the ID card and log the staff members' and visitors' entry and exit times.
- Mobile phones, cameras, weapons, sharp objects, and any other electronic devices and items that may cause harm or injury are strictly prohibited.
- Security personnel are authorized to confiscate any prohibited items found during checks and report the incident to WPC management.
- All security-related incidents, including unauthorized entry attempts, suspicious behavior, or breaches of security, must be reported to the head of security or DWPO. An incident report must be filed and documented with detailed descriptions of the event.
- In case of emergencies such as a fire, bomb threat, or any security breach, security personnel must:
 - Immediately inform the DWPO and the relevant security department.
 - Follow the emergency evacuation plan.
 - Maintain control of the entrance and prevent unauthorized access during the emergency.
- Failure to comply with above mentioned may result in disciplinary action for security personnel or denial of access to visitors and clients.

7.7 GBV case management:

- PWPA shall designate a GBV Case Manager in each WPC responsible for managing cases following a survivor-centered approach.
- The Case Manager (CM) shall ensure a safe, private, and comfortable space for the survivor/aggrieved's assessment.
- The CM greets the survivor/aggrieved with empathy and respect, introduces herself, and explains her role clearly.
- The CM shall assure confidentiality while explaining its limits, including reporting requirements and the survivor/aggrieved's rights.
- The CM shall conduct a comprehensive interview using the initial assessment form to understand the survivor/aggrieved's history, nature of violence, and immediate needs.
- The CM shall obtain informed consent before proceeding with the assessment.
- The CM shall allow the survivor/aggrieved to describe the incident in their own words without using leading questions.
- The CM shall assess immediate safety needs and inquire if the survivor /aggrieved feels safe or faces immediate threats. If an emergency case is identified, the CM shall refer it to DWPO/WPO and develop a safety plan, including shelter options etc.
- The CM shall inquire about physical injuries or health concerns and refer the survivor/aggrieved for a medical check-up if necessary.
- The CM shall provide Psychological First Aid and refer to the psychologist for counseling services when needed.
- The CM shall inform the survivor/aggrieved about her legal rights and available options.
- The CM shall determine if the survivor/aggrieved wishes to pursue legal action and refer to the Law Officer for assistance in obtaining and implementing court orders such as protection, residence, or monetary orders.
- The CM shall collaborate with the survivor/aggrieved to develop an individualized case action plan including safety measures, medical care, psychological support, legal assistance, and rehabilitation services.
- The CM shall accurately document all information gathered during the assessment in the case file/database by maintaining confidentiality by securely storing records in a locked location.
- The CM shall schedule follow-up appointments with consent to monitor progress and revise case action plans as needed.
- The CM shall make referrals to internal and external services while ensuring the survivor understands and is comfortable with the referral process.
- The CM shall discuss difficult/challenging cases and seek input from DWPO/ the Senior Psychologist, or external experts in GBV case management and counseling during supervision.
- The CM shall regularly attend and actively participate in the supervision meetings by presenting cases.
- The WPO or Psychologist can conduct an initial assessment if the Case Manager is unavailable.

7.8 Psychosocial support (counselling):

- The psychologist shall create a safe space where survivors can effectively manage and cope with their emotions.
- Psychologists shall greet the survivor warmly and respectfully. Provide the information to the survivor/aggrieved of her rights of confidentiality, privacy and informed consent.
- Psychologists shall listen to survivors and help them feel calm. It is important to listen to survivor/aggrieved people without judgment and interruptions.
- Psychologists shall communicate with survivors in a way that builds rapport and trust and promotes their healing and recovery.
- The psychologist shall provide Psychological First Aid and offer comprehensive psychosocial counseling for survivors with specific psychological needs.
- Psychologists in individual counseling sessions shall identify and address immediate psychosocial needs and help survivors to address those needs by learning emotional coping strategies.
- Conduct a comprehensive psychological assessment (Including Suicide Risk assessment) to understand the survivor's mental health status and severity.
- Individual counseling sessions shall focus on mitigating the impact of violence on the survivor's psychosocial well-being, empowering her to regain control over her life by exploring various options and decisions.
- Psychologists shall support the survivor in identifying risks or immediate danger situations and assist in developing a safety plan.
- The psychologist shall ensure family sessions and couple counseling are conducted in a confidential and respectful manner.
- Sessions shall also emphasize recognizing the survivor's strengths and enhancing resilience to promote long-term emotional recovery and self-empowerment.
- Individual counseling sessions shall not involve therapeutic treatment for survivors with psychological disorders. Survivors requiring such care must be referred to a hospital for psychiatric and specialized psychological services.
- Senior Psychologist shall organize regular supervision and debriefing meetings with all those involved in providing PFA and psychosocial support at WPC.
- The supervision meeting shall be conducted regularly on a monthly basis or can be called earlier as per the need of the psychologist.
- Senior Psychologist shall ensure that participants of the meeting discuss cases and seek input from the Supervisor/DWPO/any external member having expertise on the GBV Case management, case handling and Counseling process, leading the supervision process.
- The Senior Psychologist shall be creating a supportive and conducive work environment for the mental well-being of Women Protection Centre staff. This includes conducting regular mental health check-ins, facilitating stress management workshops, and providing guidance on coping

strategies for handling work-related stress.

- The Senior Psychologist shall ensure the availability of psychological support for staff when needed and promote a culture of open communication, empathy, and self-care practices within the workplace.

7.9 Legal assistance:

The law officer shall:

- Provide survivors with accurate, clear, and confidential legal advice. He/she shall provide legal options in a non-coercive manner, allowing the survivor to make decisions autonomously.
 - Use simple, non-technical language to ensure survivors understand their legal options.
 - Explain survivors' rights under Punjab and National laws, including:
 - Right to file First Information Reports (FIRs).
 - Right to seek court orders including protection, monitory and residence order
 - Right to pursue legal actions against perpetrators.
 - Conduct all consultations with the survivor in a safe, private, and confidential environment and ensure that survivors give informed consent before proceeding with any legal action.
 - Address any delays or barriers in the filing of complaints and FIRs and work closely with the DWPO/WPO and Police to facilitate the complaint process.
 - Advocate for the protection of survivors during investigations to prevent intimidation or retaliation.
 - Refer survivors to pro bono lawyers when specialized legal assistance is needed and continue to provide support and coordination between the survivor and the referred lawyer if required.
- Monitor the progress of investigations and legal actions, ensuring timely follow-up.
 - Ensure timely compliance with all court orders related to survivor protection, restitution, or legal actions.
 - Handle all legal matters with respect to survivors' dignity, privacy, and autonomy and provide empathetic support during legal procedures, ensuring survivors feel empowered and supported.
 - Maintain detailed, accurate, and confidential records of all legal consultations and actions and keep all case files secure to protect survivors' privacy.
 - Submit regular reports to the DWPO on the status of cases and legal support provided, while maintaining confidentiality.
 - Conduct awareness sessions for other WPC staff on legal procedures and survivors' rights.
 - Build and maintain strong relationships with judiciary representatives, police, and civil society organizations to enhance legal support for survivors.

7.9.1 Emergency response (rescue):

- In case of rescue calls by any person, the helpline should listen actively and obtain information about the type and severity of the incident in rescue cases. The information may include:
 - whether the aggrieved person has sustained injuries or is bleeding,
 - the number of defendants,

- whether there are dependent children or other dependents with her,
- whether the defendant has any weapons on him and what kind of weapons, or
- whether he is under the influence of drugs etc.
- The helpline should also request the aggrieved person's contact information: address, telephone number and name. If possible, the helpline should also obtain information about a trusted person or family member you can contact.
- The helpline shall on urgent basis inform the District Women Protection Officer and Women Protection Officer of the rescue call to initiate rescue protocol.
- The District Women Protection Officer or Women Protection Officer shall intimate the police station of concerned jurisdiction to request police assistance.
- The request by the District Women Protection Officer shall provide for an adequate number of police personnel including one SI or ASI and as many police constables, including women police constables, as necessary to form part of the police party for rescue operation.

Provided that the District Women Protection Officer or Women Protection Officer can give application for police assistance in terms of Annex 1 of these SOPs.

- The District Women Protection Officer or Women Protection Officer, shall, depending upon the nature of the case, advise whether police sirens should be on or off in rescue operation.
- The District Women Protection Officer or Women Protection Officer, shall upon

reaching the place of rescue, first communicate in writing to the head of the household her intention to enter the home for the purposes of rescue operation.

- Provided that the District Women Protection Officer or Women Protection Officer can provide notice for rescue in terms of Annex 2 of these SOPs.
- After communicating intention to enter premises, the District Women Protection Officer or Women Protection Officer shall enter the premises to rescue an aggrieved person.
- In case of threat or intimidation, the District Women Protection Officer or Women Protection Officer shall be accompanied by police into the household for the purposes of rescue.
- Upon first contact with an aggrieved person, the District Women Protection Officer or Women Protection Officer shall introduce herself to the aggrieved person and explain that she is there to rescue her.
- After providing necessary information to the aggrieved person, the District Women Protection Officer will, depending on the situation, obtain verbal or written consent of the aggrieved person for rescue. Where possible, the District Women Protection Officer or Women Protection Officer shall record the consent of the aggrieved person through digital means provided that the aggrieved person agrees to do so.
- Upon receipt of consent, the District Woman Protection Officer or Women Protection Officer will escort the aggrieved person outside the premises.
- The District Woman Protection or Women Protection Officer shall furnish a rescue

report upon completion of rescue operation. The rescue report shall include attendance of police officials' part of the rescue operation, consent of aggrieved person, and/or any other pertinent documents relevant to the rescue operation for the purposes of record.

- Where consent of the aggrieved person is recorded through electronic means, a transcript of the same will be attached with the rescue report.

Provided that the District Women Protection Officer or Women Protection Officer can file a rescue report in terms of the form provided in Annex 3 of these SOPs.

Important Points for Rescue!

- Under section 15 of the Act, an "aggrieved person" can be rescued by District Women Protection Officer or Women Protection Officer
- "Aggrieved Person" is defined as "a female who has been subjected to violence by a defendant" and "violence" has been defined as "any offence committed against the human body of the aggrieved person including abetment of an offence, domestic violence, sexual violence, psychological abuse, economic abuse, stalking or a cybercrime".
- Therefore, any female subjected to any violence as defined above can be rescued as per section 15 of the Act.
- For sake of legal compliance, rescue operations should be limited to the scope provided in the Act.

Police Station of concerned jurisdiction would include a police station under whose jurisdiction the home/place where the aggrieved person is to be rescued from falls

7.9.2 Procedure for rescue operation:

As per section 14(f) of the Punjab Protection of Women Against Violence Act 2016, DWPO shall file a habeas corpus case on the basis of any credible information of wrongful confinement of an aggrieved person.

Once the request is validated, DWPO/WPO shall activate the rescue operation by contacting the necessary authorities or the court of law including:

- A designated Police Officer, agency or local government shall be bound under section 17 of the act to assist the DWPO/WPO.
- Depending upon the nature of the case, DWPO shall involve rescue 1122 for medical or emergency response if required.
- Refer the survivor to the shelter home for shelter services.
- Conduct a risk assessment based on the information gathered. Identify:
 - Location risks (presence of perpetrator potential for violence escalation).
 - Health or medical needs of the survivor.
 - Environmental or logistic challenges.
- Prepare all necessary equipment and documents, including:
 - Identity verification documents for team members.
 - Authorization documents in accordance with the Act.
 - First aid supplies and any needed medical equipment.

- Emergency contact list for rapid coordination.
- Conduct a preliminary assessment of the situation before entry.
- Establish a secure perimeter if necessary, ensuring public safety.
- Approach the survivor calmly, introduce yourself, and explain the purpose of the rescue operation.
- Assess any immediate medical or emotional needs and respond accordingly.
- Escort the survivor, ensuring privacy and avoiding media or public interference.
- If faced with resistance from individuals at the scene, police officers should take charge, ensuring no harm to team members or the survivor.
- Ensure secure and comfortable transport for the survivor to the WPC or Shelter Home.
- During transport, a WPO should remain with the survivor, providing emotional support and information about the next steps.
- Conduct a preliminary intake interview at the WPC or shelter home to document the survivor's basic information and immediate needs.
- Arrange medical examination and care if necessary, ensuring informed consent from the survivor.
- Provide the survivor with temporary shelter and counseling support as they await further assistance.
- Develop a follow-up plan for the survivor, including ongoing counseling, legal support, and case management.
- Assign a case manager to keep the survivor

informed about their case progress and support services.

- Coordinate with other departments for long-term rehabilitation plans, including relocation if necessary.

7.9.3 Roles and responsibilities of DWPO/WPO for rescue operation:

- Serve as the primary point of contact for the survivor and handle intake documentation.
- District Women Protection Officer or a Women Protection Officer receives reliable information through any mode of communication from the aggrieved person or from any person who has reason to believe that an act of domestic violence is being or is likely to be committed and in a such an emergency situation, the District Women Protection Officer or the Women Protection Officer, as the case may be, shall seek immediate assistance of the police who shall accompany her to the place of occurrence.
- The police assistance rendered to the District Women Protection Officer or Women Protection Officer, as the case may be, shall include SIs (preferably women) and ASIs (women) under intimation to the SHO of the concerned police station and shall also include as many constables as may be necessary to provide protection to the District Women Protection Officer or Women Protection Officer.
- Police assistance shall be sought from SHO of the concerned Police Station of the concerned jurisdiction where the rescue operation is to be conducted. The SHO shall also ensure women constables to accompany the District Women Protection

Officer or Women Protection Officer as the case may be.

- The District Women Protection Officer or Women Protection Officer shall give reasonable notice, through verbal or written communication, to the person in charge of the place or house to enter, cooperate and allow free access.
- In case of non-cooperation, the District Women Protection Officer or Women Protection Officer in exercise of her powers to enter any place or home under section 15 of the Act, shall enter, or force her entry with police authorities, to rescue an aggrieved person.
- Upon reaching the aggrieved person, the District Women Protection Officer or Women Protection Officer shall record consent of the aggrieved person to be rescued and shall proceed with the rescue operation once consent of aggrieved person is obtained.
- In case of any obstruction to the District Women Protection Officer or Women Protection Officer, the Officer may initiate proceedings under section 18 of the Act.
- The District Woman Protection Officer or Woman Protection Officer shall upon completion of rescue file a "Rescue Report" with consent of the aggrieved person attached in writing.

7.10 Seeking court orders:

- For the purposes of establishing which forms of cases can be referred for court orders, it is pertinent to understand some definitions for staff of Protection Centers. The law defines following types of violence to be covered

under the Act of 2016:

1. any offence committed against the human body of the aggrieved person including abetment of an offence,
 2. domestic violence,
 3. sexual violence,
 4. psychological abuse,
 5. economic abuse,
 6. stalking
 7. cybercrime
- The law defines an aggrieved person as "a female who has been subjected to violence by a defendant." Therefore, an aggrieved person under the law can be any female who has been subjected to any of the violence referred above.
 - The law defines domestic violence as violence where any of the following conditions between the aggrieved person and the defendant is fulfilled:
 - aggrieved person is living with the defendant,
 - aggrieved person has lived with the defendant,
 - aggrieved person visits the house of the defendant where they are related by:
 - a. consanguinity
 - b. marriage
 - c. adoption
 - d. terms of employment
 - The law defines a defendant as "a person against whom relief has been sought by the aggrieved person". Therefore, the defendant

¹Section 2(1)(e), Punjab Protection of Women against Violence Act 2016: "violence" means any offence committed against the human body of the aggrieved person including abetment of an offence, domestic violence, sexual violence, psychological abuse, economic abuse, stalking or a cybercrime.

does not necessarily have to be a male, the defendant can be any person including a woman.

- At the very outset, the law deals with two separate and distinct types: violence and domestic violence; with the same being reflected in grant of court orders as well.
- Grant of residence orders and right to reside in a household are limited to cases of domestic violence whereas protection, monetary and interim orders can be granted to cases of violence and domestic violence both.
- Based on the violence exacted on the aggrieved person, the aggrieved persons themselves, representatives of the aggrieved persons or the Women Protection Officer can file a complaint in Court for issuance of court orders. Based on the type of violence, the aggrieved person or their representatives or the Women Protection Officer will seek any of the following court orders:
 - a) Protection Orders
 - b) Interim Order
 - c) Residence Order
 - d) Monetary Order
- The Women Protection Officer can seek help from the Law Officer of the Protection Centre in order to draft a complaint to court for grant of court orders.
- In case the Protection Centre does not have a Law Officer, the Women Protection Officer can seek help from any lawyer on the panel of the Protection Centre to draft a complaint to court for grant of court orders.

Provided that the Women Protection Officer, law officer or lawyer from the panel of the Protection Centre can refer to **Annex 4** as guidance for drafting of complaint to court for grant of court orders.

- The Women Protection Officer shall ensure that the prayer in the complaint includes the prayer for direction to concerned DPO/CCPO/CPO for implementation of court order in terms of section 7(6) of the Act.
- Upon receipt of any information regarding breach of court order, the District Women Protection Officer or Women Protection Officer shall initiate prosecution in terms of the Rules of The Punjab Protection of Women Against Violence Act 2016 (proposed).

Point to remember!

As per section 2(1)(n), the defendant can be any "person against whom relief has been sought by the aggrieved person." The defendant does not necessarily have to be a man!

7.11 Facilitation in criminal prosecution:

- The District Women Protection Officer or Women Protection Officer shall assist an aggrieved person with registration of FIR in the police station based on the type of violence she suffered with.
- The staff of Protection Centre shall coordinate and refer the aggrieved person to concerned Police Station for registration of FIR. The staff shall ensure that the police stamps receipt on complaint of the aggrieved person.
- Provided that the staff of Protection Centre can refer to Annex 5 in order to determine whether the violence complained of is a cognizable offence or not. The staff can refer to Annex 5 to also check whether the offence is compoundable or non-compoundable or bailable or non-bailable.
- The staff of Protection Centre shall follow-up on registration of FIR with the police. In case of non-compliance, the staff of Protection Centre shall refer the case to the Law Officer or in case the Law Officer is not available, any lawyer from the panel of lawyers of the Protection Centre to draft and file complaint for the aggrieved person under section 200 Cr.P.C in order to avoid delay in initiating prosecution.
- Staff of the Protection Centre shall also ensure refer the aggrieved person's case to the Law Officer or any lawyer from the panel of lawyers to file application for registration of FIR to SSP (Investigations) followed by filing of petition under section 22-A Cr.P.C for registration of FIR.
- The District Women Protection Officer, or Women Protection Officer, may also initiate proceedings through prosecution under

Section 166 of the Pakistan Penal Code (PPC) against negligent police officials for failing to perform their duties.

- The District Women Protection Officer, or Women Protection Officer, with the assistance of the Protection Centre staff, shall conduct regular follow-ups on the case to ensure its prosecution.
- The District Women Protection Officer shall raise the issue of non-cooperation by police in cases referred by the Protection Centers in the meetings of the District Women Protection Committees in order to ensure accountability.

7.12 Mediation and reconciliation:

- Mediation and reconciliation are processes where two parties are helped by a third neutral person to find ways of resolving an issue at hand. The parties are expected to come up with their own solutions. The mediator is only expected to guide the process and provide advice, legal or otherwise, where necessary. The District Woman Protection Officer or Women Protection Officer shall refer a case for mediation in line with the Act and Rules.
- Mediation or reconciliation processes will not be initiated in case of registration of FIR against a non-compoundable offence.

Provided that the District Women Protection Officer or Women Protection Officer shall refer to Annex 6 – list of compoundable offences in PPC for the purposes of referring cases for mediation and reconciliation.

- The District Woman Protection Officer or Women Protection Officer shall take into account the consent of the survivor before initiating the mediation.

- The District Women Protection Officer or Women Protection Officer shall refer the case to the relevant staff member of the Protection Centre who can act as a neutral third party and has undergone training on mediation, alternate dispute resolution and gender sensitive approaches of alternative dispute resolution.
- The District Women Protection Officer or Women Protection Officer shall issue notice to both the parties to attend mediation and reconciliation proceedings in the Protection Centre if required.

Provided that the District Women Protection Officer or Women Protection Officer may issue notice for mediation and reconciliation as provided in **Annex 7** of these SOPs. Notice for mediation and reconciliation shall be duly signed by the District Women Protection Officer.

- Staff of the Protection Centre will serve notice for mediation and reconciliation to both parties through post, telephonic calls and messages. Staff of the Protection Centre shall also follow up on the notice sent and shall explain the purpose of the mediation and reconciliation process.
- Upon attendance of both parties, the Mediator shall initiate mediation and reconciliation proceedings after briefing both parties about the mediation and reconciliation process and what it may entail. The mediator shall be mindful of the guidelines provided throughout the mediation and reconciliation process.
- The mediator will ensure that legal representatives are not part of the mediation and reconciliation process. It will be the duty of the Mediator to provide a

Guidelines for mediators

Mediators shall abide by the following guidelines when providing services to aggrieved persons:

1. Mediation procedure shall guarantee no force, pressure or intimidation has been used for the aggrieved person to consent to mediation;
2. Mediation process must offer greater measures of protection of the victim/survivor's safety by fulfilling the following criteria:
 - the perpetrator has accepted responsibility
 - a validated risk assessment has determined that the woman is not at high risk
 - the victim/survivor is fully informed of the process and she approves of the mediation
 - the victim/survivor consents to participate

conducive environment to both the parties to reach an amicable settlement.

- The Mediator shall also ensure that the mediation and reconciliation process is not curtailed or interfered with legal technicalities and will focus on facilitating the parties to come to a conclusion.
- The Mediator shall call as many sessions of the parties as necessary for the parties to build consensus regarding the settlement.
- Once the parties have agreed on the key issues, the Mediator shall note down the points of consensus agreed upon by the

parties through mediation and reconciliation process.

- The Mediator will read out the points of consensus to both the parties and shall draft the Settlement Deed on stamp paper.

Provided that for guidance the Mediator can refer to an example of a Settlement Deed in Annex 8 while drafting Settlement Deed.

Provided that in case of custody disputes, Mediator can refer to the Supreme Court judgement in Annex 9 for the purposes of guidance.

- The mediator will read out the Settlement Deed to both the parties and provide them the Settlement Deed for their signatures as well as signatures of relatives accompanying them.
- The mediator will sign the Settlement Deed at the end and shall provide copies to both the parties.

7.13 Assistance for police case registration:

- District Women Protection Officer (DWPO) or Women Protection Officer (WPO) shall assist the survivors of violence in accessing police support for the registration of a First Information Report (FIR) as this is a critical step in ensuring legal recourse and protection for survivors.
- Upon receiving a case, the DWPO/WPO shall provide the survivor with an understanding of their legal rights and the procedures for registering a FIR. This includes explaining the nature of the crime, the legal implications, and the importance of filing an FIR to initiate legal action.
- The DWPO/WPO shall coordinate with the concerned police station to facilitate the prompt registration of FIR. This includes

contacting the designated police officer and ensuring that the survivor's complaint is registered accurately and without unnecessary delays.

- The DWPO/WPO or a designated staff member of WPC will accompany the survivor to the police station, if needed, to provide moral and logistical support. This ensures the survivor feels safe and empowered throughout the process.
- If there is any reluctance or refusal by the police to register the FIR, the DWPO/WPO shall invoke the relevant provisions of the Punjab Protection of Women Against Violence Act 2016 and notify senior police officials or the relevant authorities to ensure compliance with the law.
- Once the FIR has been registered, the DWPO/WPO shall remain in contact with the police to monitor the progress of the case and ensure that the survivor receives timely updates on the investigation.
- This structured approach ensures that survivors receive the necessary assistance in seeking justice while safeguarding their rights and dignity throughout the process.

7.14 Medical assistance:

In compliance with the Punjab Protection of Women Against Violence Act 2016, the District Women Protection Officer DWPO/WPO shall be responsible for ensuring that survivors of violence receive timely medical attention and assistance with the medico-legal process. This section outlines the standard operating procedures (SOPs) for facilitating medical services while adhering to a survivor-centered approach that prioritizes dignity, confidentiality, and informed consent.

- Upon assessing the survivor's physical and psychological condition, the DWPO/WPO shall ensure that the survivor is promptly referred to a designated health facility authorized to handle cases of gender-based violence (GBV).
- The DWPO/WPO shall coordinate transportation and, if necessary, accompany the survivor to the health facility.
- The DWPO/WPO shall maintain an updated list of authorized health facilities and medico-legal officers (MLOs) equipped to handle GBV cases in the district.
- The survivor shall be referred to the nearest appropriate facility to ensure timely and efficient medical attention.
- The DWPO/WPO shall explain the medico-legal process to the survivor in simple and understandable language, emphasizing:
 - The importance of collecting medical evidence for legal proceedings.
 - The survivor's rights and options during the medico-legal process.
 - Assurance that all procedures will respect their dignity and informed consent.
- The DWPO/WPO shall facilitate coordination between the survivor and the designated MLO to ensure proper medical evidence collection and documentation.
- The DWPO/WPO shall ensure that the MLO performs their duties with sensitivity, confidentiality, and in line with GBV protocols.
- All services shall be provided in a manner that upholds the survivor's dignity and respects their confidentiality and informed consent at all stages.
- The DWPO/WPO shall ensure that the survivor's needs and preferences are prioritized while keeping them informed of their rights and available options.

District Women Protection Committee (DWPC)



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8. District Women Protection Committee (DWPC)

- The PWPA shall constitute a District Women Protection Committee (DWPC) for each district through a formal notification.
- The Committee shall be headed by the Deputy Commissioner and include the following members;
 - Chief Executive Officer, District Health Authority
 - Representative of Local Government and Community Development Department
 - Representative of the District Police
 - Deputy Director Social Welfare
 - District Public Prosecutor
 - District Women Protection Officer (Secretary)
 - Four non-official members from civil society and philanthropists nominated by the PWPA
- The Committee shall meet quarterly. Members, including co-opted members, shall not receive remuneration or other facilities.
- The committee shall supervise Women Protection Centers, shelter homes, and helpline, ensuring quality response services.
- The DWPO shall share the challenges/ difficult cases and the committee shall develop liaison with district departments to enhance protection services.
- The committee members shall facilitate the referral of GBV cases from police stations to the Protection Centre for medical examination, forensic collection, and investigation.
- The committee shall enlist and assign roles to women volunteers and organizations.
- The committee shall recommend measures for improving women's protection systems to the PWPA.
- The committee shall ensure minimum standards, codes of conduct, and SOP compliance by all staff.
- All committee proceedings and related records shall be securely maintained by the District Women Protection Officer.

Key Considerations for Service Providers



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9. Key Considerations for Service Providers

9.1 Informed consent

Obtaining the aggrieved person's informed consent is crucial as it ensures a survivor-centered approach, giving them control over decisions regarding their care. It shows respect for their autonomy, promotes accountability to their needs, and supports their empowerment, healing, and protection.

Informed consent shall be obtained at various stages of the aggrieved person's care and recovery, including:

- Before conducting interviews or assessments of needs.
- Before providing any services, such as medical examinations (except in urgent life-saving situations).
- Before taking any actions, such as filling out registration forms or making referrals.
- Before sharing any information about the person, incident, or case.

Informed consent is an ongoing process, not a one-time event. The aggrieved person may retract or refuse consent at any point, even for actions or services they previously agreed to.

To provide informed consent, the aggrieved person shall:

- Be given all relevant information related to the decision or circumstance.
- Be of sound mind, with the capacity to understand the information and the potential consequences of their decision.
- Be legally capable of giving their consent.

Informed consent and rights

- The right to request that their story, or any part of their story, not be documented;
- The right to not share information or partially share information;
- The right to refuse to answer any question that they prefer not to answer;
- The right to request a break or slow down during service provision;
- The right to ask questions or ask for explanations at any time;
- The right to request for a different service provider (e.g. Female staff, a different organization);
- The right to refuse referrals, without affecting access to other services;
- The right to retract their informed consent.

Service providers shall take all necessary steps to ensure informed consent is obtained from aggrieved persons, including those with disabilities. Women and girls with disabilities are at higher risk of gender-based violence (GBV) and face specific barriers to accessing services, often being excluded from service design and delivery. This can affect their ability to provide informed consent.

To support aggrieved persons with disabilities, service providers shall:

- Ask if they need assistance in giving informed consent.

- Adapt communication to their preferred method.
- Allow additional time for understanding and decision-making.
- Ensure they are not coerced into decisions.
- Always consult with the aggrieved person before involving caregivers or family members.
- Routinely assess the risks and benefits of involving caregivers, ensuring it is necessary, safe, and empowering.
- Use the principle of "best interest" if the aggrieved person is unable to provide informed consent.

The goal is to respect the aggrieved person's decision regarding their care while supporting their autonomy and agency in the process.

9.2 Dos for service providers

- DO ask questions (both open-ended and closed-ended), "How did you feel when he said that to you?"
- DO ask for elaboration, clarification, "Could you tell me a little bit more about why you felt angry at that time?"
- DO show that you understand, "I understand that this is sometimes difficult to talk about"
- DO show genuine concern and empathy, "I am concerned about the way you keep hurting yourself in this relationship."
- DO show support, "Whatever your decision is, remember that I am there to listen."
- DO give the survivor/aggrieved space. Allow her to go at her own pace, "This is your time and space and we can talk whenever you're comfortable. It's all right if you don't want to talk right now."
- DO give the survivor/aggrieved full attention and listen closely to survivor/aggrieved concerns.
- DO ensure survivor/aggrieved confidentiality, "I want to assure you that whatever we talk about will remain between you and me."
- DO educate the survivor/aggrieved and give information about her problem
- DO validate the survivor/aggrieved's feelings and normalize, "Many women who go through experiences like yours feel this way. Your anger is a natural reaction."
- DO tell the survivor she did a good thing by seeking help, "I feel it was very brave of you to come to our center."
- DO explain to the survivor/aggrieved the process of counseling, counselor's role, etc. "My role is to help you understand your situation better and help you make your own decisions about problems that may be bothering you."
- DO help survivors/aggrieved identify ways to establish safety in dangerous situations, "Can you think of ways in which you could avoid the situation?"
- DO praise effort and hard work, "Well done! I can see that you're working very hard on this."
- DO allow silence and pauses
- DO show that you accept the survivor/aggrieved
- DO empower the survivor/aggrieved by encouraging her to take decisions, etc. "What would you like to do about this?"

9.3 DON'Ts for service providers

- DON'T ask questions like an interrogation, "Why didn't you tell anyone immediately?"
- DON'T probe if the survivor is not ready, "But what exactly did he do to you?"
- DON'T blame or even imply blame, "Did he hurt you because you made him angry?"
- DON'T judge or place value on survivors/aggrieved, "You're not a very brave person."
- DON'T doubt what the survivor/aggrieved person is saying, "Are you sure he abused you?"
- DON'T take decisions for survivors/aggrieved or tell the survivors what to do, "You are not going to get into that situation again."
- DON'T express shock, horror at survivor/aggrieved's story, "Oh my God! He said THAT to you??"
- DON'T allow personal biases, opinions, feelings, personal agenda to color counseling
- DON'T criticize the survivor/aggrieved's abuser, offender, etc. "Your mother really doesn't know how to bring up children"
- DON'T give survivors/aggrieved false hopes and reassurances, "Don't worry, everything will be fine."
- DON'T show strong emotion towards the survivor (anger, affection, etc.), "I'm very fond of you and am always thinking about how to help you."
- DON'T pity the survivor/aggrieved or make her feel helpless, "Oh you poor thing! That's completely shattering!"
- DON'T negate survivor/aggrieved feelings "There's no need to feel so angry about that."
- DON'T start owning the survivor/aggrieved problems, "Don't worry, I'll take care of that."

Monitoring and Evaluation



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10. Monitoring & Evaluation

10.1 Regular monitoring

- The DWPO shall be in charge of the day to day running of the WPC.
- The DWPO shall review case files on a monthly basis.
- The DWPO shall conduct weekly meetings and monthly detailed supervision/ professional development meetings to review the handling of cases, progress and ethics, handling of vulnerable, special needs groups.
- Annual staff performance appraisals will be conducted by DWPO as per government regulations.

10.2 Feedback & accountability

- PWPA shall establish a systematic and effective feedback mechanism for collecting, analyzing, and improvement on feedback from survivors, staff, and other stakeholders to enhance the service delivery and operations.
- MIS based feedback mechanism shall be installed in all WPCs to ensure that feedback

is collected and handled confidentially to protect the identity and privacy of the individuals providing it. Feedback can be also registered through the PWPA's helpline or through a written application to the DG PWPA.

- PWPA shall conduct regular monitoring visits of WPC to observe operations and gather direct feedback from survivors and staff. It shall ensure adherence to policies and procedures. This also includes checking service quality, staff performance, and facility conditions.
- PWPA shall engage the District Women Protection Committee to conduct/oversee the process of M&E.
- PWPA shall allocate adequate resources for M&E activities, including personnel, tools, and technology.
- Establish accountability mechanisms to ensure that findings and recommendations are acted upon and that improvements are made.

Data Security & Record-Keeping



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11. Data Security and Record-Keeping

- The IT department at Women Protection Centers (WPC) shall be responsible for maintaining accurate records of all data, both manually and electronically, with support of Data Analyst and Senior Data processor.
- WPC staff must sign a code of conduct with PWPA, ensuring adherence to data protection protocols and proper dissemination of data. All documentation must comply with data protection regulations to ensure survivor anonymity.
- Monthly and annual reports shall be submitted to PWPA.
- Physical records shall be securely stored while electronic records are regularly backed up. User access will be controlled with secure passwords and authentication.
- DWPO with the support of the IT department, shall monitor and evaluate data security and record-keeping practices, ensuring systems are updated to mitigate vulnerabilities.

Protocols for Data Management of Audio-Visual Recordings at WPC



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12. Protocols for Data Management of Audio-Visual Recordings at WPC

- Obtain voluntary, informed consent from the survivor before any recording, clearly explaining its purpose, intended use, and storage measures. Ensure the survivor understands their right to refuse without impacting the support they receive.
- If consent is withheld, document the survivor's decision and reason, ensuring no coercion or undue pressure
- Store all recordings in a password-protected, encrypted digital database with restricted access.
- Physical storage devices (e.g., external drives) must be stored in a locked, access-controlled cabinet in a secure location.
- Only DWPOs/WPOs are authorized to access recordings. Designated staff directly involved in the case may access recordings only with written approval from the DWPO.
- The IT department (responsible person) will maintain a detailed access log, including personnel, date, and reason for accessing the data to ensure traceability and accountability.
- Retain recordings only for the minimum duration necessary based on case requirements and legal obligations. Securely delete or destroy recordings after case closure, with DWPO approval and proper documentation.
- Emphasize survivor safety, dignity, and confidentiality throughout the data handling process.
- All staff handling audio-visual recordings must receive specialized training on GBV data protection, confidentiality, ethical principles, and the GBV IMS Information Sharing Protocols.

Capacity Building of the WPC Staff



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13. Capacity Building of the WPC Staff

According to section 27 of the act "The Authority shall, at regular intervals, arrange training of the District Women Protection Officers, Women Protection Officers and other employees of the protection system for achieving the purpose of the Act."

- PWPA shall ensure that all Women Protection Center (WPC) staff possess the necessary skills, knowledge, and attitudes to effectively support survivors through comprehensive capacity-building initiatives.
- Mandatory training on the Punjab Protection of Women Against Violence Act 2016 and its amendments shall be conducted to familiarize staff with the legal framework and its application.
- PWPA shall organize regular training sessions on the implementation of WPC SOPs to ensure consistent service delivery.
- All WPC staff, including support and technical personnel, shall receive training on violence against women sensitization, Psychological First Aid and ethical case handling protocols.
- Core staff shall undergo specialized training on GBV case management, couple counseling, family sessions, psychosocial support, managing burn out to enhance their ability to assist survivors.
- PWPA shall develop staff capacity-building plans outlining training goals and strategies for continuous professional development and quality service delivery. Attendance shall be documented in the annual report/database.
- DWPO shall organize regular monthly supervision meetings to provide feedback, address challenges, and ensure adherence to best practices.
- PWPA shall collaborate with NGOs and international organizations working on GBV to design specialized training and workshops for skill enhancement.

Infrastructure & Environment



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14. Infrastructure and Environment

WPC shall provide a safe environment for survivor/aggrieved of gender-based violence (GBV) through an accessible and conducive environment. The following measures can be taken in this regard:

- A warm, welcoming reception area with comfortable seating and a calming atmosphere.
- Secure entry and exit points with security personnel and CCTV cameras.
- Provide waiting areas to maintain confidentiality and provide a sense of safety.
- Ensure all interactions, whether legal, or counseling, take place in private, confidential spaces.
- The facility shall be accessible to individuals with disabilities, including ramps, wide doorways, and accessible restrooms.
- Train all staff to interact with survivors with empathy, respect, and understanding.
- Ensure that the environment reflects a survivor-centered approach, prioritizing the needs and preferences of survivors.
- Designate a safe, supervised area for children, equipped with toys, books, and activities.

Revision of SOPs



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15. Revision of SOPs

The Standard Operating Procedures (SOPs) for Women Protection Centers (WPCs) serve as essential guidelines to ensure standardized, effective, and survivor-centered service delivery. To uphold their relevance and effectiveness in addressing evolving challenges and integrating best practices, the SOPs shall be reviewed and revised annually.

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Code of Conduct for WPC Staff



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16. Code of Conduct for WPC Staff

A code of conduct for WPC is crucial to ensure that the service is provided in a professional, ethical, and supportive manner. To prevent abuse, the following core principles must be incorporated into the WPC Helpline's Code of Conduct. All staff of the WPC should understand and sign this Code of Conduct, setting out professional standards of conduct.

- Sexual exploitation and abuse of survivors by WPC staff constitute violations and are therefore grounds for termination of employment.
- Exchange of money, employment, goods, sexual favors or other forms of humiliating, degrading, or exploitative behavior with a survivor is prohibited. This includes the exchange of assistance that is due to beneficiaries.
- Personal relationships between staff members and survivors are strongly discouraged and intimate relationships are prohibited since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of work.
- Where a staff member develops concerns or suspicions regarding abuse or exploitation by a fellow worker, whether in the same department or not, s/he must report such concerns via established reporting mechanisms, such as to the DWPO or a Committee of the Protection of Women against Harassment at Work Place.
- DWPO is responsible for supporting and developing systems that maintain this environment.
- To ensure the maximum effectiveness of the Code of Conduct, it should be posted in clear view in the public areas of the office, introduced and explained, signed by all staff, and kept in employee files.
- All posted and distributed copies of the Code of Conduct should be translated into the appropriate language of use for the staff.

Chapter 2

SOPs for Punjab Women Protection Helpline 1737



Standard Operating Procedures (SOPs) for Punjab Women Protection Helpline 1737



1. Punjab Women Protection Helpline (PWPH)

The helpline will operate within a hierarchy where the DWPO Multan (Focal Person) under supervision of Director General PWPA holds the highest reporting authority. To maintain quality, a Supervisory Committee (SC) will be established, working under the guidance of Director General PWPA, with overall supervision by the Chairperson PWPA.

The PWPH will be supervised by the DWPO Multan, with the PWPH coordinator (a woman) being responsible for managing the helpline team, to whom the helpline team will report.

Objectives & Services



Legal Advise



Psychosocial



Rescue Call



Referral

COPY

COPY

2. Objectives & Services

2. Objectives

The PWPH aims to provide survivors with professional and confidential support, delivered free-of-cost, on a 24/7 basis by staff trained in crisis intervention and GBV.

3. Services

1. Psychosocial support
2. Legal Information/awareness/advice (PWPH will provide information on related laws and services).
3. Referral of GBV services in 36 districts through DWPOs/ WPOs
4. Rescue calls will be transferred to DWPOs/WPOs on official numbers

The service operates through a helpline, primarily aimed at addressing the immediate physical and emotional needs of GBV survivors. This includes psychological first aid, risk assessment, safety planning, psychological counselling, legal counselling and referrals to DWPOs and their respective protection centres for additional available services.

Core Principles



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4. Core Principles

The following core principles, based on a Human Rights Framework and International Standards underpin the work of Punjab Women Protection Helpline.

4.1 Survivor centred approach

The survivor-centred approach is an overarching approach, based on a set of principles and skills designed to guide professionals regardless of their role in their engagement with persons who have experienced GBV. It means that all actors, case management and specialised service providers engaged in GBV programming prioritise the rights, needs and demands of survivors.

4.2 National and international standards

The Constitution of Pakistan, and relevant internationally recognised standards, conventions, treaties and instruments signed by the Government of Pakistan, guarantee the fundamental rights of liberty and security of every person. These principles, along with the law, shall form the basis for all policies and practices adopted for services offered by the PWPH to GBV survivors.

4.3 Safety and protection

The safety and security of the survivor will be the priority and the primary consideration in support provision. All interventions based on a risk assessment, and protection will be offered to those at risk.

4.4 Dignity and respect

All the callers/survivors shall be treated with respect for their inherent dignity and value as human beings. Principles of human rights will be applicable to all callers/survivors.

4.5 Beneficence and nonmaleficence

The concepts of 'doing good' and 'doing no harm' will guide all interactions. The role of a service provider is to facilitate recovery and provide resources to aid the survivor. In addition, all callers/survivors must be protected from all forms of abuse.

4.6 Self-determination

Callers /survivors' right to informed choice and voluntary consent for any decisions or actions taken on their behalf should be fully respected. Information on the guidelines and the services provided by the PWP Helpline must be shared to the callers in a way that ensures their complete understanding.

4.7 Privacy and confidentiality

Callers/survivor has the right to choose to whom they will or will not tell their story, and information should only be shared with their informed consent (informed consent refers to the ethical principle that survivor/caller must be fully informed about the purpose, risks of GBV, and potential benefits of sharing their information). Records and identity of the survivors/callers shall be kept confidential to ensure privacy, respect and dignity.

4.8 Priority

An assessment of immediate needs and risks will be carried out immediately. Crisis cases including rescue cases shall be addressed on a priority basis without any undue delay.

Equality and non-discrimination

Survivors should receive equal and fair treatment regardless of their age, class, race, religion, gender, nationality, ethnicity, class, professional

or any other characteristic. There shall be no discrimination based on any of these.

4.9 Equality and Non-discrimination:

Survivors should receive equal and fair treatment regardless of their age, class, race, religion, gender, nationality, ethnicity, class, professional or any other characteristic. There shall be no discrimination based on any of these.

4.10 Rights-based approach

A rights-based approach seeks to analyse and address the root causes of discrimination and inequality to ensure that everyone has the right to

live with freedom and dignity, safe from violence, exploitation, and abuse, in accordance with principles of human rights law.

4.11 Quality

The PWPH must adopt appropriate systems of external oversight to ensure a level of transparency of operations. Periodic appraisals and evaluations shall be incorporated into the management system of the helpline to maintain the quality of services for the callers/survivors.

Scope of Services Standard Operating Procedures (SOPs)

PSYCHOSOCIAL SUPPORT PSYCHOSOCIAL
BASIC LEGAL SUPPORT REFERRAL SERVICES SUPPORT
CASE MANAGEMENT APPROACH
PSYCHOSOCIAL SUPPORT BASIC LEGAL SUPPORT REFERRAL SERVICES
REFERRAL SERVICES CASE MANAGEMENT APPROACH
REFERRAL SERVICES **BASIC LEGAL SUPPORT**
CASE MANAGEMENT APPROACH REFERRAL SERVICES
REFERRAL SERVICES CASE MANAGEMENT APPROACH PSYCHOSOCIAL SUPPORT
PSYCHOSOCIAL SUPPORT
BASIC LEGAL SUPPORT BASIC LEGAL SUPPORT
REFERRAL SERVICES PSYCHOSOCIAL SUPPORT
CASE MANAGEMENT APPROACH
PSYCHOSOCIAL SUPPORT

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5. Scope of Services

5.1 Eligibility

Any woman, girl, transwoman affected by GBV, shall be eligible to use the PWPH. All women, irrespective of their age, colour, ethnicity, religion, language, disability, community, ability, profession, sexuality or citizenship status, etc., will be eligible.

5.2 Referral service

Referral services in the PWP helpline involve providing survivors with information about available support services, including health care, legal aid, psychosocial support and safety. The helpline staff will facilitate connecting to these services, ensuring that survivors can access the necessary resources to aid in their recovery and well-being through the process.

5.3 Case management approach

The PWPH shall employ a GBV case management approach to handle caller/survivor/aggrieved cases. This means it shall serve as a Survivor Centred Approach by handling their concerns from the point of calling to coordinating with, and facilitating referrals and finally to when the case is closed. This case management approach will be applied on rescue cases as well.

5.4 Psychosocial support

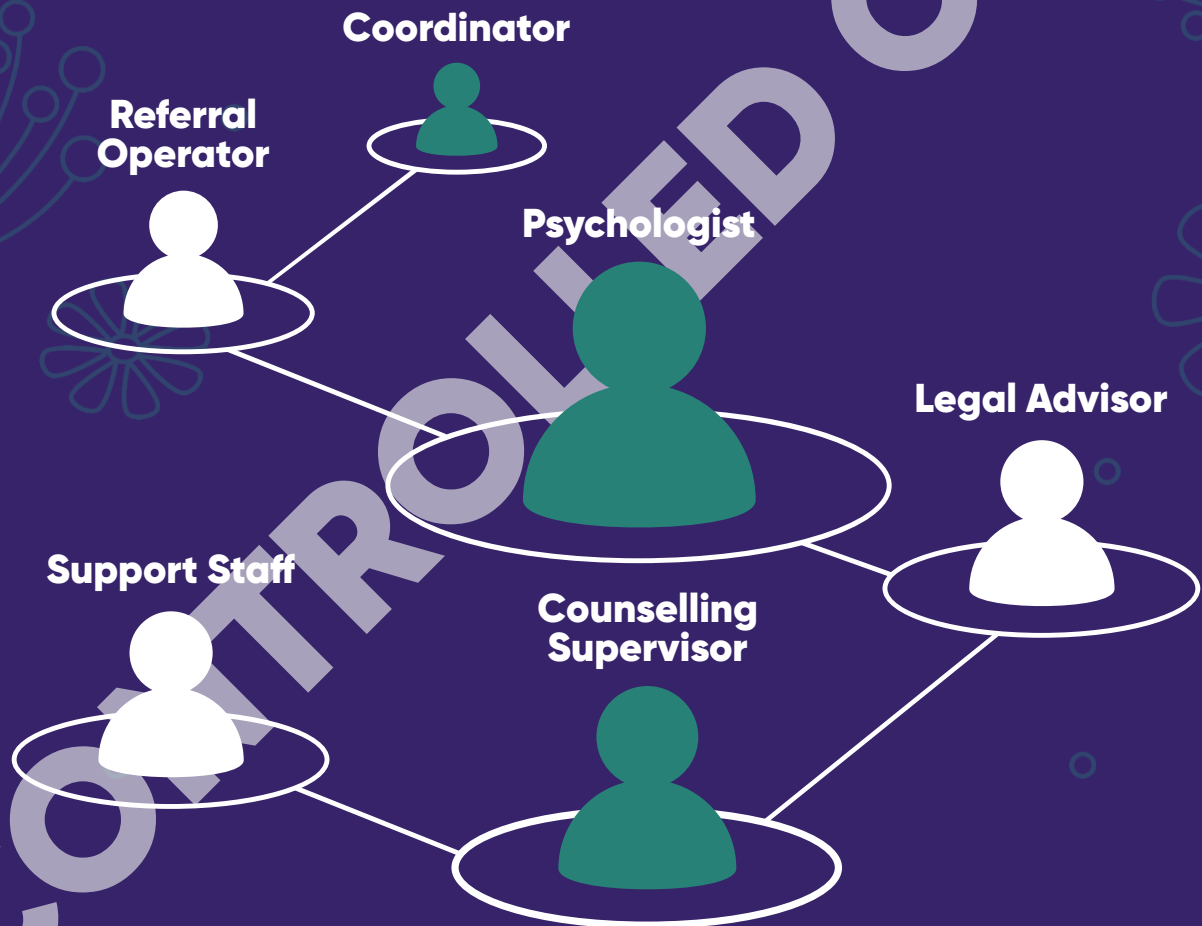
A primary service being offered to women and girls who call the PWPH shall be basic psychosocial support both in crisis and non crisis situations. Psychosocial support is essential in assisting women and girls to achieve an immediate sense of security,

reaffirm their rights, and alleviate distressful feelings, such as fear and shame. It can significantly improve the emotional health, well-being, and overall quality of life of women and girls as well as increase their access to other opportunities like education and employment. The PWP helpline operator may connect callers, survivors, or aggrieved individuals to additional services for GBV-related support, including medical care or psychiatric assistance in cases of severe mental health concerns

5.5 Basic legal support

The Legal Advisor shall provide basic legal assessment to caller/survivors/aggrieved who require such support. Legal Advisor will give needed legal advice as per the requirement of the caller/survivor/aggrieved. For more detailed legal assistance, courts proceedings and other multi-sectoral services through legal support, the identified cases will be referred on pro bono basis to the pool of lawyers on the PWP Helpline panel and other legal aid service providers.

Structure and Mechanisms



6. Structure and Mechanisms

6.1 Staff

Considering the sensitive nature of the PWPH caller/survivor/aggrieved and of the services it is essential to have skilled staff with relevant qualifications, demonstrated professionalism, and relevant experience.

6.2 Types of staff

Minimum staff will consist of the following:

- PWPH coordinator: 01 (woman)
- Referral operators: 09 (women)
- Psychologists: 02 (women)
- Legal advisor: 02 (women)
- The Counselling supervisor will work on a voluntary basis (MoU can be signed by the Department or Organisation who have experience dealing with GBV cases on mobile).
- Support Staff: 02 attendants (women)

Shift	Timing	Staff
1	08:00 am- 04:30 pm	Protection centre helpline coordinator: 01 Referral Operators: 04 Psychologist: 01 Legal advisor: 01
2	04:00 pm- 12:00 am	Referral Operators: 03 Psychologist: 01 Legal advisor: 01
3	11:30 am- 08:00 am	Referral Operators: 02

As the helpline will be functional for the 36 districts therefore a regular evaluation of the volume of calls, timing and shift arrangements will be made accordingly.

6.3 Timings and coverage

The PWPH shall function 24 hours a day, 7 days a week, including public holidays.

The PWPH will have 2 landlines. SIP system will be used for caller/survivor/aggrieved calls,

while the third may be used to third party calls. The helpline number shall always have at least two attendees. During awareness campaigns, it is important to ensure that maximum staff in each shift is on duty. The PWPH Coordinator will act as back-up if required.

The PWPH helpline timings will be divided into 3 shifts. (There must be a possibility to divert calls from landline to mobile to deal with the emergency situation)

The PWPH Coordinator, psychologist and legal advisor will also be on call for any crisis situations after hours and on weekends via mobile phone by following the work from home protocols.

Each Referral Operator duty shifts will change or reshuffle after every 1 month. PWPH coordinator has the responsibility to make shift arrangements on a need basis.

6.4 Responsibilities of key staff

Given roles and responsibilities will be the part of PWP Helpline staff contract/JDs.

6.4.1 The responsibilities of PWPH coordinator will be to:

- Prepare/consolidate work plans and progress of the PWPH
- Supervise and manage the team for implementation of helpline activities and achievement of desired targets (calls and referrals)
- Ensure compliance with the Code of Conduct and Standing Operating Procedures (SOPs) of the PWPH outlined in this document and internal policies and procedures.
- Ensure that PWPH staff is responding to calls in a timely, professional, and empathetic manner. This includes overseeing call handling to make sure that each survivor receives the support they need according to established protocols.

- Ensure that monthly supervision meetings are conducted and the team regularly attends supervision meetings.
- Verify records maintained by the helpline team regarding caller/survivor/aggrieved information.
- Maintain close coordination with DWPOs, other services and relevant departments under supervision.
- Ensure the helpline is serving as a referral link to other protection centres.
- Guide Referral Operators for a strong referral mechanism and ensure an updated referral directory. Support in capacity building of PWPH and ensure privacy and confidentiality of caller identifying information, according to ethical requirements, SOPs and as safeguarded in the Prevention of Electronics Crimes Act 2016.
- Seek out opportunities in consultation with to facilitate, and ensure capacity building of the staff.
- Ensure mechanisms for helpline staff self-care (e.g., through supervision, team building, stress management activities, etc.) at work.

¹Calls for referrals to DWPOs, police, lawyers, other helplines, government departments etc.

²See Annex 2: Sample Code of Conduct for a GBV Helpline, adapted from Standard Operating Procedures for Gender-Based Violence Prevention and Response, GBV Sub-cluster, Turkey Hub - Syria, 2018.
https://reliefweb.int/sites/reliefweb.int/files/resources/gbv_sc_sops_2018_english_final.pdf

- Ensure open communication among team members and effectively manage conflict between staff at work.
- Prepare and submit helpline monthly data and ensure data analysis.

6.4.2 The responsibilities of the referral operators will be to:

- Greet respectfully maintain a calm, non-judgmental, and supportive tone during all interactions with callers.
- Provide Psychological First Aid (PFA), offer services and information that the helpline can provide.
- Conduct assessment of immediate needs and develop action plans in collaboration with the caller, safety planning is important in cases of violence.
- Offer information about legal rights, provincial laws, and available services for GBV survivors.
- After explaining the strength and limitations of services, with the informed consent of the caller, refer to the relevant services, including DWPOs, Psychologist, legal expert etc. and share required resources/information.
- If needed, refer the caller to the relevant district Women Protection centre by providing complete contact details.
- Update referral through coordination with service providers, through referral protocols with the support of the Helpline coordinator.

- Ensure that survivors understand their rights to confidentiality, the purpose of the call, and any limits to confidentiality (mandatory reporting in case of immediate danger to the caller/survivor or others).
- Ensure record keeping and data management as per the internal process.
- Follow the SOPs, code of conduct, and other departmental policies and procedures.
- Any other task assigned by the Helpline coordinator.

6.4.3 The responsibilities of the psychologist will be to:

- Offer a compassionate, non-judgmental space for survivors to share their experiences.
- Practise active listening to validate the survivor's feelings and provide empathy.
- Provide brief psychological counselling over the phone. The focus is on stabilising the survivor's emotions, offering coping strategies, and helping them feel safe and supported.
- Psychologists may use supportive counselling or cognitive-behavioural techniques to help survivors challenge negative thought patterns related to self-blame, shame, and guilt, which are common after GBV.
- Empower survivors to make their own decisions, providing them with information

³In 2016, the Prevention of Electronic Crimes Act ("PECA") was enacted to provide a comprehensive legal framework to define various kinds of electronic crimes, mechanisms for investigation, prosecution and adjudication in relation to electronic crimes. Section 21 provides that use of electronic means that may result in reputational damage or breach of privacy shall be punishable with imprisonment of up to 7 years or with which may extend up to 5 million rupees or both.

and support to regain control over their lives and choices.

- Use techniques to calm distressed callers and help them regain emotional stability in the short term.
- Provide regular training for helpline operators and other staff on basic psychological first aid, trauma-informed care, and how to handle emotionally distressing calls.
- Offer supervision and consultation to helpline staff, especially if they experience emotional distress or burnout from handling difficult calls. This is vital for maintaining the mental health of the entire team.
- Psychologists must maintain professional boundaries while providing support. They should not take on therapeutic roles that go beyond the scope of the helpline's services.
- Ensure that survivors understand their rights to confidentiality and any limits to confidentiality (mandatory reporting in case of immediate danger to the caller/survivor or others).
- Maintain accurate, confidential records of each call, including psychological assessments, counselling sessions, and referrals made. This is important for continuity of care and for monitoring the survivor's progress over time.
- Maintain complete records/logs of callers/survival/aggrieved for support in both hard as well as in soft form.
- Ensure compliance with Standing Operating Procedures (SOPs), Code of Conduct and other policies and procedures
- Carry out any other task/s related to arising needs.

6.4.4 The responsibilities of psychologist for suicide callers

- Upon receiving a suicidal call, Referral operator will transfer the call to the psychologist with utmost Priority.
- Use a calm, clear, and reassuring tone to help stabilise the caller. Speak slowly and softly to prevent the caller from feeling overwhelmed.
- Affirm the caller with courage in talking about these feelings and the fact that these feelings/thoughts are not unusual, many people feel them e.g. "I understand that you are feeling this way and I am sorry. I know that it was hard for you to share that. You are very brave for telling me. It is very important to me that you do not hurt yourself. And I would like us to come up with a plan together for how we can help you to not do this. Is this okay with you?"
- Avoid making any comments that may feel judgmental, this can make the caller feel alienated or more isolated.
- Avoid uses the word 'Suicide' unless the caller uses it first.
- Psychologists will classify the risk: After conducting an immediate assessment to determine the caller's level of risk. This includes asking direct questions about suicidal thoughts, plans, and means.
- High Risk: The caller/survivor has a clear and immediate plan, access to means, and may be actively considering suicide.
- Moderate Risk: The caller/survivor is expressing suicidal thoughts but has no clear plan or intent at the moment.
- Low Risk: The caller/survivor is experiencing

distress but does not indicate imminent danger of self-harm.

- Calls identified as high-risk should be flagged for immediate attention. Staff should be trained to recognize signs of acute distress and prioritise these calls over others.
- Collaborate with the caller to create a safety plan. E.g: Connecting with others, family, friends and engaging in supporting behaviour.
- If the risk is high or moderate, identify a safe person that the caller can reach out to.
- If the person cannot identify someone to be with her, explore if she would like you to support her to access a health worker or mental health professional for further support.
- After handling a suicide risk call, it is important for the psychologist to debrief with a coordinator/supervisor or peer. This can help manage emotional strain and ensure continued psychological resilience.

6.4.5. The responsibilities of the legal advisor will be to:

- Conduct a preliminary legal assessment of the case referred by the Referral Operator.
- Provide legal advice to GBV caller/survivor/aggrieved based on the requirement of the case.
- Advise survivors/callers on the criminal and civil legal remedies available, including:
 - How to lodge FIR for criminal offenses like physical assault, sexual harassment, or sexual violence.
 - Seeking a Protection Order, Residential and Monetary under the Punjab Protection of Women Against Violence Act.
 - Divorce or separation case procedures,
 - Process of claiming custody of the children.
 - Compensations and legal cover options under national and provincial laws.
 - If the case requires specialized legal support (e.g., family law, child custody, or sexual violence), the legal advisor should refer the survivor to pro bono or specialized lawyers who are trained in GBV cases.
 - The legal advisor should have an updated list of pro bono lawyers or legal aid services that can assist with the case, particularly in cases where the survivor cannot afford a lawyer.
 - The legal advisor shall follow the procedure of refereeing the case to the pool of Lawyer or any other lawyer. Whether direct referral will be done or not (with or without approval of the DWPO/WPO)
 - Legal advisors must ensure that all interactions with the survivors are confidential, in line with legal and ethical requirements. Survivors must trust that their personal and case-related information will be kept secure and not shared without their consent.
 - The legal advisor may train PWPH staff to better understand the legal aspects of GBV cases, ensuring they can appropriately guide callers/survivors as and when needed.
 - Legal Advisor will provide legal support to protection centre staff and develop their understanding about the legislations related to the GBV especially.
 - Legal advisors should prioritise her own mental health and well-being to ensure they remain effective in supporting survivors and avoiding compassion fatigue etc.
 - The Legal Advisor will have close liaison with

the helpline coordinator in case of complex issues and cases for her input or further assistance from the focal person or Supervisory Committee (SC).

6.4.6 The responsibilities of the helpline supervisor will be to:

- Hold a supervision meeting with the Psychologists and referral operator once a month.
- Provide a safe space for debriefing, this helps staff process their emotions and maintain resilience in their work.
- Offer positive feedback for well-handled calls and constructive feedback for areas that need improvement.
- The supervisor should be specific about how staff can improve their approach, whether it's improving communication with staff members or dealing with the survivors, following procedures, or managing emotional responses.
- Work collaboratively with the team to identify solutions and best practices for overcoming challenges by conducting role plays and reading meetings.
- Encourage open feedback from the team about the meeting itself, about challenges they face, or suggestions for improving the helpline's operations.
- Report any abuse or exploitation on the part of the team to the PWPH Coordinator or if needed to the Supervisory Committee.
- If there is any complaint against the coordinator of PWPH that will be reported to the Supervisory Committee

Capacity building

- The PWPA will arrange necessary staff training and capacity-building once a year based on their specific roles to ensure they

can perform their duties safely, effectively, ethically and experience-sharing sessions with other helplines.

- Capacity building will include training in GBV Call Handling, remote GBV case management, confidential reporting, data collection, documentation, management, and maintenance using online systems.
- A refresher training on SOPs shall be given to the staff every 6 months
- The focal person shall organise and ensure that the staff attends an orientation immediately (within the first week) after starting their positions. The orientation will include information and sensitisation to key issues (gender, GBV, Protection system in Punjab, legal literacy of pro women laws, awareness of services and PWPH Code of Conduct, policies, and procedures, especially those relating to safety/crisis management, confidentiality, privacy, and data management)
- The helpline coordinator will ensure all the staff continues to actively attend regular training sessions on gender issues, calls handling, legal literacy, family laws, recognising handling psychological distress, sensitisation on gender-based violence, team management, financial and administrative management, etc.
- The staff shall undergo a psychological assessment/counselling on a regular basis (periodically as required).
- The Authority shall organise and make necessary arrangements for the training of PWPH staff and concerned people on protection from sexual Exploitation and Abuse and Harassment at Workplace Act.

Key Requirements for PWP Helpline Staff



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7. Key Requirements for PWP Helpline Staff

- It will be ensured that the PWPH coordinator and staff develop the following skills, attitudes and knowledge:
- Minimum 16 years of education in the field of Psychology and specialised training in GBV or Psychosocial support issues is essential.
- Having a sound understanding of different forms of GBV (e.g., physical, emotional, sexual, economic violence).
- Understanding legal and ethical aspects of GBV reporting, confidentiality, reporting requirements, and survivor centred approach.
- Skilled in active listening, showing empathy, and providing a non-judgmental space.
- Staff must be trained to assess whether the caller is in immediate danger and take appropriate action, such as connecting them to DWPOs.
- Staff need to be familiar with available local resources such as protection centres, shelters, legal aid, healthcare services, and counselling, to direct callers to appropriate support services.
- Sound understanding of GBV case management and safety planning.
- Knowledge of the PWPH Code of Conduct.
- Knowledge and updated information regarding Protection centres functioning to implement Punjab Protection of Women Against Violence ACT 2016 in every district of Punjab.
- Knowledge and understanding of workplace harassment Act 2010 (Amended) 2022.
- Competency and Understanding of English and other local languages (Urdu, Punjabi, pothohari, and Saraiki)

Capacity Building of the PWP Helpline Staff



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8. Capacity Building of the PWP Helpline Staff

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- The focal person shall organise and ensure that the staff attends an orientation immediately (within the first week) after starting their positions. The orientation will include information and sensitisation to key issues (gender, GBV, Protection system in Punjab, legal literacy of pro women laws, awareness of services and PWPH Code of Conduct, policies, and procedures, especially those relating to safety/crisis management, confidentiality, privacy, and data management)
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- The staff shall undergo a psychological assessment/counselling on a regular basis (periodically as required).
- The Authority shall organise and make necessary arrangements for the training of PWPH staff and concerned people on protection from sexual Exploitation and Abuse and Harassment at Workplace Act.

Dealing with Caller/ Survivors/Aggrieved



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9. Dealing with Caller/Survivors/Aggrieved

9.1 The referral operator's role

The referral operator will:

- Answer the call politely and use the standard greeting of PWPH.
- Introduce themselves with their pseudo name.
- Calmly and politely ask the caller/survivor/aggrieved to explain what kind of support they need.
- Treat the caller/survivor/aggrieved with respect.
- Gently encourage the caller /survivor /aggrieved to explain their situation.
- Avoid any distractions or interruption during the conversation.
- Make sure the survivor feels comfortable. Use a calm tone.
- Proceed with caller/survivor/aggrieved pace, while still obtaining all the important information
- Be compassionate and non-judgmental.
- Explain each step of the process as how it would be carried out. What they are going to do at every step.
- Assess immediate need, especially immediate safety concerns and risk (see Responding to Crisis Cases) and provide safety planning.
- If caller/survivor/aggrieved requires general information/legal awareness, provide the relevant information within their capacity. For any additional information other than helpline services refer to the PWPH coordinator. If more information or legal aid or other services are required, refer to that service (lawyer/legal aid, shelter, NGO, DWPOs, etc.). Do not influence the decision of the caller/survivor/aggrieved in any way.
- Inform the caller/survivor/aggrieved about all options and psycho-educate them.
- Give simple, understandable, and user-friendly information to the caller/survivor/aggrieved, taking care to explain complex procedures and avoid technical jargon.
- Take the caller/survivor/aggrieved consent verbally, and document it in notes. (Written consent may be required for rescue and legal purposes in crisis situations).
- Obtain the caller/survivor/aggrieved's informed consent for all decisions. In the case of a minor survivor, refer any decisions/services to the PWPH coordinator, who in consultation with the focal person will make a decision in the best interest of the minor based on a risk assessment. In the case of adult caller/survivors/aggrieved, take the consent of the caller/ survivor/aggrieved as final.

Note: Consent will be called 'informed consent' only when proper information is conveyed to the caller/survivor/aggrieved, possible advantages and disadvantages of any related decision are discussed with the caller/survivor, and it is given without any stress, pressure or coercion, the caller/survivor/aggrieved is in a safe and comfortable place, she is given enough time to think and take the decision.

- Maintain the confidentiality of the caller/survivor/aggrieved. Thus, names, addresses or any other identifying information about the caller/survivor/aggrieved or their respective family must not be discussed with any other institutions (except for referral purposes with the consent of the caller/survivor/aggrieved) and/or media.
- Do not influence the caller/survivor/aggrieved decision in any way.
- Talk directly with the caller/survivor/aggrieved regarding a personalised safety plan, danger/lethality or risk assessment, rescue, shelter, or other services, and eligibility, even if the call is made by a professional, or third party on behalf of a GBV survivor.
- If the caller/survivor/aggrieved appears distressed, provide the psychological first aid, in case of further psychological support refer to the psychologist.
- Follow up with the caller/survivor/aggrieved (after prior consent has been obtained) and with service to ensure that caller/survivor/aggrieved needs were attended to and further action determined.
- Develop referral mechanism and update referral directory.

9.2 The psychologist role

The psychologist will:

Speak to the caller/survivor/aggrieved politely and introduce themselves with their pseudo name.

Note: In the context of the GBV helpline, a pseudo name is a fictitious name adopted by helpline staff to safeguard their personal

identity. This approach ensures the helpline staff privacy and security while enabling a professional and supportive interaction with callers, survivors, or aggrieved individuals. The use of pseudo names will also help in building trust and confidence within the helpline's services.

- Make sure the survivor feels comfortable. Use a calm tone.
- Share limits of confidentiality with clients. The caller/survivor/aggrieved will be informed at the time of consent that if during the counselling sessions, Psychologists feels that caller/survivor/aggrieved wants to hurt him/herself or any other person, telling her/his family/encouraging her/him to involve someone might be the better option.
- Gently encourage the caller /survivor/aggrieved to explain any situation.
- Treat the caller/survivor/aggrieved with respect, and not display any judgmental, stigmatising, biased (whether related to age, religion, sect, language, class, disability, gender/sexuality, etc.) discriminatory or "blame the victim" attitudes
- Assess immediate needs, including double check safety concerns.
- Encourage the caller/survivor/aggrieved to talk and let her tell her story the way she wants to and document it in her own words where possible
- Provide emotional support through active listening and supportive communication tools to all callers/survivors/aggrieved.
- Be aware that the emotional reactions of survivors in response to GBV are very personal.
- Be attentive to verbal/tonal signs of

psychological distress/disorder

- Be systematic. Proceed at the survivor's own pace, while still obtaining all the important information
- Assess psychological needs and especially identify protective factors, risk factors, as well as negative and positive coping mechanisms.
- Refer to a mental health professional/organisation if more intensive or long-term psychological support is required.
- Provide callers/survivors/aggrieved with sufficient time (45 minutes), free of noise and interruptions to discuss their situation and identify possible options for future course of action.
- Provide information on appropriate and sensitive referral services and facilities for further support.
- Once a caller/survivor/aggrieved person is allocated to a psychologist, they become part of that psychologist's caseload. The psychologist remains the same for all times and change of psychologist is to be avoided. However, if the psychologist or caller/survivor/aggrieved is not comfortable with the counselling process, the psychologists can be switched and the caller/survivor/aggrieved can be referred to another psychologist as per need. Switching of psychologists or transfer of caller will be shared among the PWPH team. Some caller/survivor/aggrieved want to talk to every psychologist. Such clients who are doing so are explained the rationale of talking to their allocated psychologists.
- Give the caller/survivor/aggrieved clear and comprehensive information on their rights (including requests to change the psychologist.
- Discuss immediate plans and decisions regarding the caller/survivor/aggrieved.
- Close the case when the issue has been resolved, the caller/survivor/aggrieved is satisfied or the caller/survivor/aggrieved asks for the case to be closed.
- After case closure, ask the caller/survivor/aggrieved for their feedback and satisfaction level. Record feedback for future action and improvement.
- Refrain from requesting the caller/survivor/aggrieved to promote the interest of the PWPH or any service provider. Using caller/survivors/aggrieved in such a manner would be considered as exploitation and make the offender liable to appropriate legal action.
- Never invite callers to home, nor go to the homes of callers or their friends or family for the purpose of crisis intervention or helpline work.
- Never give your personal information/ personal cell number to your caller/survivor /aggrieved.

Responding to Crisis Cases



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10. Responding to Crisis Cases

- PWPH will follow this crisis protocol mechanism for crisis cases, which includes rescue, immediate access to the police, shelters, and medico legal, and emergency services/ ambulances in hospitals. After assessing the nature of the crisis and immediate safety needs, and depending on the crisis, one or more of the following steps may be followed.
- District Women Protection Officers (DWPOs)/ Women Protection Officers (WPOs) must prioritise all calls from Caller/ survivors /aggrieved and are expected to handle these calls promptly, following a survivor-centred approach.
- DWPOs/WPOs shall follow the office orders or mechanism of responding to crisis calls by DWPOs or WPOs after official office hours.
- DWPOs/WPOs are bound to respond to the crisis calls on priority basis, and are responsible for maintaining open and respectful communication with caller/survivor/aggrieved seeking assistance.
- Helpline staff will refer crisis/rescue cases to the official contact numbers of relevant WPOs/DWPOs. As part of their responsibilities, WPOs/DWPOs are bound to be available on their official numbers.
- The DG PWPA will monitor DWPOs' responsiveness to crisis/rescue calls. If a WPO/ DWPOs fail to respond to calls properly or exhibit non-compliance in handling cases, penalties may be imposed as per supervisory committee guidelines.
- The PWP Helpline shall maintain professional and ethical boundaries during the call, refraining from sharing personal details or advice outside the official protocols.

Standard Operating Procedures (SOPs) for Helpline Operators Taking Calls from Home



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11. Standard Operating Procedures (SOPs) for Helpline Operators Taking Calls from Home

- The PWP Helpline shall ensure the workspace at home is isolated and free from any disruptions or access of unauthorised persons to maintain caller/survivor/aggrieved privacy.
- The PWP Helpline staff shall use headphones and secure encrypted devices for all call-related activities. Ensure using a place with a good signal strength.
- Do not discuss case details with anyone, including family or housemates, even indirectly.
- Record the case details only in the official system and ensure these details are securely stored, with access limited to authorised personnel only.
- Maintain a supportive, non-judgmental, and empathetic tone, ensuring the caller/survivor/aggrieved feels safe, heard and respected.
- Clearly explain confidentiality protocols to the caller/survivor/aggrieved and ask for informed consent before recording or sharing any part of the conversation, if necessary.
- Ensure that the case is brought to the attention of the PWPA with the caller's consent unless life-threatening circumstances require immediate intervention.
- The PWP Helpline shall maintain professional and ethical boundaries during the call, refraining from sharing personal details or advice outside the official protocols.

Making Referrals



12. Making Referrals

The PWPH shall have a clear, efficient, and effective referral mechanism (especially crisis protocols) in place and all Helpline staff must be aware of the system.

The PWPH coordinator shall gather up-to-date information about protection centres, service providers and organisations relevant to potential caller/survivor/aggrieved needs for example the police, shelters, NGOs working on GBV, psychological support, psychiatric help, legal aid services/lawyers, childcare, hospitals, financial aid/income generation/employment agencies or any other services that may be considered useful for Survivors.

There shall be a complete online referral directory within the PWPH that shall be updated on quarterly and annually basis accessible for all service providers.

The directory will be clearly categorised into services, for example, protection centres, DWPOs/WPOs, police, safe accommodation/shelter home, health / hospitals (including kinds of doctors), GBV related NGOs, legal aid, mental health support (psychologists and psychiatrists separately), financial aid, meal provision, job/income support opportunities, educational/skill building opportunities, etc.

The referral directory shall include the current contact information and timings of service providers, organisations and institutions providing the services.

To formulate and update the list and to include any service on the list, the PWPH Coordinator should have meetings with the concerned department/service provider along with DWPOs/WPOs and seek their official collaboration.

The service providers at the referral list should be sensitised and trained to deal with survivors of violence. The referral list/Directory shall have only the service providers/organisations who are aware of all forms of violence against women, girls, children, PWDs and transgender(women); have sensitivity towards issues of violence; commit to working with people without discrimination of class, gender, race, and ethnicity; have attended an orientation on ethical guidelines; are prepared to deal with the cases of VAW; are aware of their role in interacting with survivors; and are willing to work on a voluntary basis or providing services free of cost or covering the case expenses.

Two referral focal points should be identified for each service/department (one primary plus one secondary focal point who will manage referrals in absence of the primary referral focal point).

The district committee and DWPO/WPO will ensure that all focal points are sensitised and know how to receive and to make referrals. Any change of focal point should be communicated promptly to DWPO/WPO.

The directory should be available online so that it should be easily and quickly accessible for any staff member who needs it at any Protection Centre and PWPH.

When necessary, the caller/survivor/aggrieved will be promptly referred to services listed in the directory, with their consent. Depending on the situation and sensitivity of the case, referrals will be made to specific services that best meet the caller/survivor/aggrieved's needs and are

most accessible. If required, the Operator/ Psychologist/PWPH Coordinator may also contact the services on behalf of the caller/ survivor/aggrieved, with their consent.

For referring callers/survivors/aggrieved to a specific service, the PWPH coordinator shall confirm that the contact information of the service provider, organisation and institution is updated.

The PWPH coordinator shall update the information in the Directory regularly (every three months is recommended) to avoid giving callers/survivors/aggrieved any misleading

and irrelevant information that may cause risk, especially in poor resource settings where access and mobility are already scarce.

The process of referral should be continuously monitored and reviewed. There should be a complete follow-up with both callers/ survivors /aggrieved (with their consent) and referrals. The caller/survivor/aggrieved shall be encouraged to report to the supervisory committee members in case of any complaint with the referrals.

Any referral must always prioritise confidentiality and safety of the survivor.

Case Follow-up



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13. Case follow-up

- PWP Helpline will not independently seek case updates unless initiated by the caller/survivor..
- Staff should respect the confidentiality and privacy of the survivor by not accessing case information without clear consent from the survivor.
- If a client calls for a case follow-up, PWPH will:
 - Retrieve updates from the concerned person or service provider involved in the case.
 - Document the information received during the follow-up call with the consent of the caller/survivor.
- The Helpline staff shall ensure clear communication with the caller regarding the follow-up process and what information can be shared.
- Maintain a supportive and empathetic approach during the follow-up conversation.
- PWP helpline shall uphold confidentiality and safety protocols when discussing case updates.
- Avoid sharing any identifying information without the survivor's consent

Monitoring System



14. Monitoring System

14.1 Maintaining a code of conduct

All actors at PWP Helpline should understand and sign a Code of Conduct or a similar document, setting out professional standards of conduct.

All stakeholders, members, staff, and supporting agencies will maintain a duty of care to beneficiaries and a responsibility to ensure that beneficiaries are treated with dignity and respect and that the standard outline in this document is observed.

The Helpline coordinator will take the responsibility of supporting and developing systems that maintain this environment.

The Helpline coordinator and staff will work together to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct.

The Code of Conduct will be posted in clear view of the staff at the PWPH office and signed by all professional and support staff.

14.2 Regular monitoring

The PWPH coordinator will supervise day to day running of the PWPH and of professional case management.

The PWPH coordinator will review new caller/survivor/aggrieved files/database with minimum delay, regular caller/survivor/aggrieved files weekly and all caller/survivor/aggrieved files on a monthly basis.

The focal person will conduct monthly meetings with the PWPH coordinator to review cases and operationalization of the helpline.

The focal person will ensure that psychologists, referral operators, and legal advisors are receiving regular supervision and will seek feedback from the supervisor on a monthly basis.

Fortnightly meetings will be held by the PWPH team to review the general running of the helpline, to address issues, gaps, and planning.

Annual staff performance appraisals will be conducted by the supervisory committee as per government regulations. (Assessment tool in Annexure)

Overall supervision will be conducted by the supervisory committee on a regular basis.

14.3 Breach of conduct

Corruption, threat, emotional, verbal or physical abuse; pressuring someone on the basis of his or her religious faith, sexual abuse or exploitation, forced or imposed decisions; retention of caller/survivors/aggrieved' personal property (including money); and violation of caller/survivors/aggrieved' privacy by PWPH staff shall be considered as a gross violation of client/callers/aggrieved rights.

The Punjab Employees Efficiency, Discipline and Accountability Act 2006 and the Protection against Harassment of Women at the Workplace Act 2010 will be applicable.

Disciplinary action shall be taken by the PWPA against any breach.

Immediate action will be taken against referral services providers, consultants, partners, and volunteers working with staff found guilty of the abuse of power.

The Supervisory Committee/PWPA will ensure that an inquiry committee is established and actions are taken as per government regulations or PEEDA Act.

14.4 Reporting to a supervisory committee

The Punjab Women Protection Authority will notify the Supervisory Committee (SC) with the prime objective of advising the PWPH coordinator on complex cases and resolving the grievances of the PWPH caller/survivors/aggrieved or staff members transparently. The department will establish a process for dealing with complaints and ensure that staff and callers/clients/aggrieved are aware of how to make a complaint. The complaints process should have followed by the formal process, with set timeframes, which has a clear conclusion.

The Supervisory Committee will include a representative of Punjab Women Protection Authority, a representative of local NGOs/CSOs working in a relevant field of (GBV) and the PWPH coordinator.

The Supervisory Committee shall meet on a Quarterly basis.

Ad-hoc meetings can also be convened in case of emergency/crisis cases or to follow-up the violations of human rights. Individual Supervisory committee members may be contacted for advice or complaints resolution as needed.

Caller/survivors/aggrieved will be provided a number for their feedback by indicating their level of satisfaction on a Richter scale, at the end of the call. This feedback will be automatically forwarded to the Chairperson of the Supervisory Committee.

If any grievance is against a member of the SC, the concerned member cannot be engaged in the process of resolution of that grievance.

Follow-up of all grievances, suggestions and/or requests are ensured by the SC.

The Supervisory Committee will share the status of the grievances and minutes of the meetings with the DG PWPA regularly.

It shall ensure that reported cases are addressed on a timely basis and in a transparent and unbiased manner.

Members will respect the confidentiality of the cases and should not disclose any information to any external party.

All grievances shall be resolved on merit, and SC members shall not take any action in retaliation of any grievance raised by a caller/survivor/aggrieved against SC member.

SC members should pay attention to all security and safety of complainants.

Data and Record Keeping



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15. Data and Record Keeping

Keeping all the data and records is mandatory for the PWPH Staff. The Psychologists, Legal advisor and Referral operators will gather data and share with the PWPH coordinator on a designed system.

The record and data shall be stored in two categories; overall functions and activities of PWPH and the record and data of callers/survivors/aggrieved.

The following forms will be used to collect and document caller/survivor/aggrieved data: Call in day form (to keep a record of all the calls received) and the tracking sheet. Even if other variations of the forms are used, it will be important to document each call, the key issues, a safety assessment, the services offered, the psychologists' observations,

referrals made, a plan of action, any other information received, including from professionals or third parties, feedback/progress report from services providers and feedback from the caller/survivor/aggrieved.

Initially, caller/survivor/aggrieved data will be noted down manually. It will then be entered on computerised software of the helpline where a randomised code will be assigned to the caller/survivor/aggrieved, enduring her confidentiality.

The PWPH team will have access to caller/survivor/aggrieved data through a unique username and password.

For reporting purposes, the data will be analysed automatically by the computerised software and the caller/survivors/aggrieved names will be automatically removed.

Maintenance of all data, information, and documents shall be the responsibility of the PWPH coordinator.

The PWPH staff shall sign a Code of conduct with the concerned department regarding the data protection, dissemination and publication of data and records.

Quarterly reports will be developed by the PWPH coordinator and shared or submitted to the Focal Person.

All personal information shall be kept confidential and be shared only with the consent of the caller/survivor/aggrieved.

For security purposes, an effort will be made to keep all records only in soft/ digital form. If hard copies of any data are kept, they must be secured through multiple means (e.g., in cabinets with code locks, with codes known only to the PWPH Coordinator and the psychologist.

Data will be shared only when necessary for the caller/survivor/aggrieved's needs

Case files (i.e., intake or incident report forms) will only be shared within the context of referral and with the consent of the survivor

Services or services providers on the referral directory must also agree in writing to the data privacy and sharing protocols before they are included.

No caller/survivor/aggrieved data will be shared with the media.

Monitoring and Evaluation (M&E)



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16. Monitoring and Evaluation (M&E)

Monitoring is the systematic process of collecting; analysing and using information to track a programmes or project's progress toward reaching its objectives and to guide management decisions. Monitoring usually focuses on processes, such as when and where activities occur, who delivers them and how many people they reach and how they are going. Monitoring is conducted after a programme has begun and continues throughout the programme implementation period.

Evaluation is the systematic assessment of an activity, project, programme, strategy, policy, topic, theme, sector, operational area or institution's performance. Evaluation focuses on expected and achieved accomplishments,

examining the results (inputs, activities, outputs, outcomes and impacts), processes, contextual factors and causes, in order to understand achievements, difficulties or weaknesses. Evaluation aims at determining the relevance, impact, effectiveness, efficiency and sustainability of interventions and the contributions of the intervention to the results achieved.

- PWPA shall develop an M&E framework and conduct M&E for PWPH periodically for its functioning and activities.
- The plans and strategies of PWPH will be reviewed based on the results of the M&E reports.

Staff Care



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17. Staff Care

- Create a supportive climate, regularly check on the well-being of staff, create an environment where staff feel comfortable sharing information and concerns with you.
- The staff dealing with callers will not reveal their real names and will be assigned pseudo names.
- Establish routines including supervision and team meetings.
- Regularly demonstrate appreciation for staff. This can be as simple as communicating gratitude or praise for something they did or arranging to have refreshments at meetings to something more elaborate such as a "staff of the month" award.
- Manage information – Routinely share information and create an environment of transparency.
- The PWP Coordinator shall monitor the health and well-being of staff. For example, be mindful of how staff are taking care of themselves and encourage them to take lunch breaks, etc., and take note of changes in appearance or health.
- The PWP Helpline staff shall manage their stress levels – support other staff to identify and monitor stressors in their lives and to develop self-care plans.
- Provide opportunities for exercise and access to the outdoors.
- Organise "staff care" days that allow staff to come together to do something fun or relaxing.
- Accommodate staff – be flexible with the response of different individuals to personal or work crises (e.g. allow flexible schedules, if possible, give time off where needed, provide additional supervision, etc.)
- Encourage staff to identify a "self-care buddy" – another staff person with whom they connect on a regular basis to discuss how they are and what support they need from each other.
- Create opportunities for staff to share experiences and stressors (e.g. through supervision)
- Watch for caseworkers who may be suffering in silence and actively reach out to them.
- Connect them to psychological support – if available in the context, connect staff to mental health professionals on a regular basis

Revision of SOPs



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18. Revision of SOPs

The Standard Operating Procedures (SOPs) for PWP Helpline serve as essential guidelines to ensure standardized, effective, and survivor-centered service delivery. To uphold their relevance and effectiveness in addressing evolving challenges and integrating best practices, the SOPs shall be reviewed and revised annually.

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Annexures



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Annex 1: Application for Police Assistance

----- اس ایچ او، پولیس اسٹیشن

درخواست برائے فراہمی نفری

پنجاب پروٹیکشن آف ویمن ایگنسٹ وائلنس ایکٹ ۲۰۱۶ کی دفعہ ۱۵ کے تحت عورتوں کے تحفظ کو یقینی بنانے کے لیے ڈسٹرکٹ ویمن پروٹیکشن آفیسر یا ویمن پروٹیکشن آفیسر کسی بھی گھریا جگہ میں داخل ہو سکتے۔ اسی بابت اس قانون کی دفعہ ۱۶ اور ۱۷ کے تحت ایچ او پولیس اسٹیشن سے درخواست کی جاتی ہے کہ وہ ڈسٹرکٹ ویمن پروٹیکشن آفیسر یا پروٹیکشن آفیسر کو ایک اے ایس آئی اور دیگر کانسٹیبل کی مدد فراہم کرے۔

ڈسٹرکٹ ویمن آفیسر / ویمن پروٹیکشن آفیسر

Annex 2: Notice to In charge of Place or House for Rescue

Women Protection Centre, _____

Government Of Punjab

Ref No.....

Date.....

اسلام علیکم،

ہر گاہ واضح ہو کہ ویمن پروٹیکشن سینٹر حکومت پنجاب کا ایک ادارہ ہے۔ اس ادارے کے مقاصد میں سے ایک مقصد خواتین کو تحفظ فراہم کرنا ہے۔ پنجاب پروٹیکشن آف ویمن اگینسٹ وائلنس ایکٹ ۲۰۱۶ کی دفعہ ۱۵ کے تحت آپکو کو مطلع کیا جاتا ہے کہ آپ ڈسٹرکٹ ویمن پروٹیکشن آفیسر / ویمن پروٹیکشن آفیسر کو گھر میں داخل ہونے دیں اور متاثرہ خاتون تک رسائی فراہم کریں۔ خلاف ورزی کی صورت میں قانونی کارروائی کی جاسکتی ہے۔

ڈسٹرکٹ ویمن پروٹیکشن آفیسر / ویمن پروٹیکشن آفیسر

Annex 3: Rescue Report

RESCUE REPORT

Rescue operation form

Aggrieved Person's Name:	Defendant's Name:
Father/Husband's Name:	Father's Name:
Phone No:	Phone No:
Address:	Address:
Referred From: In Person Call Help Line	Complaint Received on:

Rescue Team

1) District Women Protection Officer / Women Protection Officer

Name	Designation	Contact

2) Concerned Police Station

Name	Designation	Contact

3) Designated Police Officer (Concerned)

Name	Designation	Contact

4) Other Staff

Name	Designation	Contact

Annex 4: Template for Application for Court Orders

IN THE HONORABLE COURT OF FAMILY JUDGE, _____ (NAME OF CITY)[1]

Aggrieved Person

D/o,

R/o,

Mobile:

Versus

1. Defendant
2. Concerned PS

COMPLAINT UNDER SECTION 4 READ WITH SECTIONS 6/7/8/9 PUNJAB PROTECTION OF WOMEN AGAINST VIOLENCE ACT 2016 FOR PROTECTION ORDER/ RESIDENCE ORDER/ MONETARY ORDER IN FAVOUR OF COMPLAINANT

Respectfully

1. That the complainant is... (define relationship with defendant)
2. That the complainant and the defendant... (define years of relationship (if any), children (in case the defendant is husband) etc
3. That the defendant... (explain the acts of violence committed by the defendant)
4. That the complainant is... (explain hardships and situation faced by the complainant)
5. That the complainant has no other speedy remedy, except this complaint for grant of interim/ protection/ monetary and residence order for herself.

[1] This Complaint is only for the purposes of serving as a guideline. Lawyers engaged are encouraged to tailor this format based on the given facts and circumstances of each case.

Annex 5: Criminal Law Offences in PPC and Special Laws

1) District Women Protection Officer/Women Protection Officer

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
Physical Violence/ Psychological Violence	<p>Sec. 315</p> <p>Qatl shibh-i-amd:</p> <p>Whoever, with intent to cause harm to the body or mind of any person, causes the death of that or of any other person by means of a weapon or an act which in the ordinary course of nature is not likely to cause death is said to commit qatl shibh-i-amd.</p> <p>Sec. 316</p> <p>Punishment for Qatl shibh-i-amd:</p> <p>Whoever commits qatl shibh-i-amd shall be liable to diyat and may also be punished with imprisonment of either description for a term which may extend to [twenty-five years] years as ta'zir.</p> <p>Sec. 337-H</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Sessions</p> <p>i.Arrest without Warrant</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>causes the sufferer to remain in severe bodily pain for twenty days or more or renders him unable to follow his ordinary pursuits for twenty days or more, shall be liable to daman and also be punished with imprisonment of either description for a term which may extend to seven years.</p> <p>2. Whoever causes hurt not covered by sub-section (1) shall be punished with imprisonment of either description for a term which may extend to two years, or with daman, or with both.</p> <p>Sec. 338 Isqat-i-Hamal:</p> <p>Whoever causes a woman with child whose organs have not been formed, to miscarry, if such miscarriage is not caused in good faith for the purpose of saving the life of the woman, or providing necessary treatment to her, is said to cause isqat-i-hamal.</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>Explanation: A woman who causes herself to miscarry is within the meaning of this section.</p> <p>Sec. 338-A Punishment for Isqat-i-haml:</p> <p>Whoever cause isqat-i-haml shall be liable to punishment as ta'zir-</p> <p>1. with imprisonment of either description for a term which may extend to three years, if isqat-i-haml is caused with the consent of the woman; or</p> <p>2. with imprisonment of either description for a term which may extend to ten years, if isqat-i-haml is caused without the consent of the woman:</p> <p>Provided that, if as a result of isqat-i-haml, any hurt is caused to woman or she dies, the convict</p>	<p>i. Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii. Compundable</p> <p>iv. Sessions or Magistrate</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>shall also be liable to the punishment provided for such hurt or death as the case may be.</p> <p>Sec. 338-B</p> <p>Isqat-i-janin:</p> <p>Whoever causes a woman with child some of whose limbs or organs have been formed to miscarry, if such miscarriage is not caused in good faith for the purpose of saving the life of the woman, is said to cause Isqat-i-janin.</p> <p>Explanation: A woman who causes herself to miscarry is within the meaning of this section.</p> <p>Sec. 338-C</p> <p>Punishment for Isqat-i-janin:</p> <p>Whoever causes isqat-i-janin shall be liable to:-</p> <ol style="list-style-type: none"> 1. one-twentieth of the diyat if the child is born dead; 2. full diyat if the child is born alive but dies as a 	<ol style="list-style-type: none"> i. Arrest without Warrant ii. Non-Bailable iii. Compundable iv. Sessions or Magistrate 	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>result of any act of the offender; and</p> <p>3. imprisonment of either description for a term which may extend to seven years as ta'zir</p> <p>Provided that, if there are more than one child in the womb of the woman, the offender shall be liable to separate diyat or ta'zir, as the case may be/for every such child:</p> <p>Provided further that if, as a result of isqat-i-fanin, any hurt is caused to the woman or she dies, the offender shall also be liable to the punishment provided for such hurt or death, as the case may be</p> <p>Sec. 351 Assault:</p> <p>Whoever makes any gesture, or any preparation intending or knowing it to be likely that such gesture or preparation will-cause any person present to apprehend that he who makes that gesture or preparation it about to use criminal force to that</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>person, is said to commit an assault.</p> <p>Explanation: Mere words do not amount to an assault, But the words which a person uses may give to his gesture or preparation such a meaning as may make those gestures or preparations amount to an assault.</p> <p>Sec. 352</p> <p>Punishment for assault or criminal force otherwise than on grave provocation:</p> <p>Whoever assaults or uses criminal force to any person other than on grave and sudden provocation given by that person, shall be punished with imprisonment of either description for a term which may extend to three months, or with fine which may extend to [one thousand five hundred rupees] , or with both.</p> <p>Explanation: Grave and sudden provocation will not mitigate the punishment for the offence under this section,</p>	<p>i. Not Arrest without Warrant</p> <p>ii. Bailable</p> <p>iii. Compundable</p> <p>iv. Magistrae</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>if the provocation is sought or voluntarily provoked by the offender as an excuse for the offence, or if the provocation is given by anything done in obedience to the law or by, a public servant, in the lawful exercise of the powers such public servant, or if the provocation is given by anything done in the lawful exercise of the right of private defence. Whether the provocation was grave and sudden enough to mitigate the offence, is a question of fact.</p> <p>Sec. 354</p> <p>Assault or criminal force to woman with intent to outrage her modesty:</p> <p>Whoever assaults or uses criminal force to any woman, intending to outrage or knowing it to be likely that he will thereby outrage her modesty, shall be punished with imprisonment of either description for a term which may extend to two years or with fine, or with</p>	<p>i.Arrest without Warrant</p> <p>ii. Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Magistrae</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>both.</p> <p>Sec. 354-A Assault or use of criminal force to woman and stripping her of her clothes: Whoever assaults or uses criminal force to any woman and strips her of her clothes and in that condition, exposes her to the public view, shall be punished with death or with imprisonment for life, and shall also be liable to fine.</p> <p>Sec. 355 Assault or criminal force with intent to dishonour person, otherwise than on grave provocation: Whoever assaults or uses criminal force to any person, intending thereby to dishonour that person, otherwise than on grave and sudden provocation given by that person, shall be punished with imprisonment of either description for a term which may extend to two</p>	<p>i.Arrest without Warrant ii. Non-Bailable iii.Not-Compundable iv.Sessions</p> <p>i.Arrest without Warrant ii.Bailable iii.Compundable iv Magistrae</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>years, or with fine, or with both.</p> <p>Sec. 357</p> <p>Assault or criminal force in attempting wrongfully to confine person:</p> <p>Whoever assaults or uses criminal force to any person, in attempting wrongfully to confine that person, shall be punished with imprisonment of either description for a term which may extend to one year or with fine which may extend to [three thousand rupees] , or with both</p> <p>Sec. 358</p> <p>Assault or criminal force on grave provocation:</p> <p>Whoever assaults or uses criminal force on any person on grave and sudden provocation given by that person, shall be punished with simple imprisonment for a term which may extend to one month or with fine which may extend to six hundred rupees] , or with</p>	<p>i.Arrest without Warrant</p> <p>ii.Bailable</p> <p>iii.Compundable</p> <p>iv. Magistrae</p> <p>i.Not-Arrest without Warrant</p> <p>ii. Bailable</p> <p>iii. Compundable</p> <p>iv. Magistrae</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>both.</p> <p>Sec. 344</p> <p>Wrongful confinement for ten or more days:</p> <p>Whoever wrongfully confines any person for ten days or more, shall be punished with imprisonment of either description for a term, which may extend to three years, and shall also be liable to fine.</p>	<p>i. Arrest without Warrant</p> <p>ii. Bailable</p> <p>iii. Compundable</p> <p>iv. Magistrae</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
<p>Rape Rape/ Gang Rape / Custodial Rape</p>	<p>Sec. 375</p> <p>Rape:-</p> <p>A person A is said to commit "rape" if A__</p> <p>(a) penetrates his penis, to any extent, into the vagina, mouth, urethra or anus of</p> <p>another person B or makes B to do so with A or any other person; or</p> <p>(b) inserts, to any extent, any object or a part of the body, not being the penis, into the vagina, the urethra or anus of B or makes B to do so with A or any other person; or</p> <p>(c) manipulates any part of the body of B so as to cause penetration into the vagina, urethra, anus or any part of body of B or makes B to do so with A or any other person; or</p> <p>(d) applies his mouth to the vagina, anus, urethra or penis of B or makes B to do so with A or any other person, under the circumstances falling under any of the following seven descriptions,—</p> <p>firstly, against B's will;</p> <p>secondly, without B's consent;</p> <p>thirdly, with B's consent,</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Sessions (GBV Court)</p>	<p>Anti-Rape (Investigation and Trial) Act 2021</p>

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>which has been obtained by putting B or any person in whom B is interested, in fear of death or of hurt;</p> <p>fourthly, with B's consent, when A knows that A is not B's husband and that B's consent is given because B believes that A is another man to whom B is or believes herself to be lawfully married;</p> <p>fifthly, with B's consent when at the time of giving such consent, by reason of un-soundness of mind or intoxication or the administration by A personally or through another of any stupefying or un-wholesome substance, B is unable to understand the nature and consequences of that to which B gives consent;</p> <p>sixthly, with or without B's consent, when B is under sixteen years of age; or seventhly, when B is unable to communicate consent.</p> <p>Explanation 1.—For the purposes of this section, "vagina" shall also include labia majora.</p> <p>Explanation 2.— Consent means an un-equivocal voluntary agreement</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>when B by words, gestures or any form of verbal or non-verbal communication, communicates willingness to participate in the specific sexual act:</p> <p>Provided that if B who does not physically resist to the act of penetration, it shall not by the reason only of that fact, be regarded as consenting to the sexual activity.</p> <p>Explanation 3.— In this Chapter,—</p> <p>“person” means male, female or transgender, and</p> <p>“rape” includes “gang rape”.</p> <p>Explanation 4.— A bonafide medical procedure or intervention shall not constitute rape.</p> <p>Sec. 376</p> <p>Punishment for rape</p> <p>(1) Whoever commits rape shall be punished with death or imprisonment of either description for a term which shall not be less than ten years or more than twenty-five years or for imprisonment for the remainder period</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>of his natural life and shall also be liable to fine.</p> <p>(1A) Whoever commits an offence punishable under sub-section (1) or sub-section (2) or section 377 or section 377B and in the course of such commission causes any hurt punishable as an offence under section 333, section 335, clauses (iv), (v) and (vi) of sub-section (3) of section 337, section 337C, clauses (v) and (vi) of section 337F shall be punished with death or imprisonment for life and fine.</p> <p>(3) Whoever commits rape of a minor or a person with mental or physical disability shall be punished with death or imprisonment for life and fine.</p> <p>(4) Whoever being a public servant including a police officer, medical officer or jailor, taking advantage of his official position, commits rape shall be punished with death or imprisonment for life and fine.</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
<p>Sexual Harassment</p> <p>Sexual Comments</p> <p>Offensive Gestures</p> <p>Intimidation</p> <p>Request for Sexual Favor</p> <p>Sexually Demeaning Attitude</p> <p>Unwelcome Sexual Advances</p>	<p>Sec. 509</p> <p>Whoever,-</p> <p>(i) intending to insult the modesty of any woman, utters any word, makes any sound or gesture, or exhibits any object, intending that such word or sound shall be heard, or that such gesture or object shall be seen, by such woman, or intrudes upon the privacy of such woman;</p> <p>(ii) conducts sexual advances, or demands sexual favours or uses verbal or non-verbal communication or physical conduct of a sexual nature which intends to annoy, insult, intimidate or threaten the other person or commits such acts at the premises of workplace, or makes submission to such conduct either explicitly or implicitly a term or condition of an individual's employment, or makes submission to or rejection of such conduct by an individual a basis for employment decision affecting such individual, or retaliates because of rejection of such behaviour, or conducts</p>	<p>i. Not Arrest without Warrant</p> <p>ii. Bailable</p> <p>iii. Compoundable</p> <p>iv. Magistrate</p>	<p>The Protection against Harassment of women at the Workplace Act, 2010</p>

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>such behaviour with the intention of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment;</p> <p>shall be punished with imprisonment which may extend to three years or with fine up to five hundred thousand rupees or with both.</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
Sexual Violence	<p>365-B</p> <p>Kidnapping, abducting or inducing woman to compel for marriage etc.-</p> <p>Whoever kidnaps or abducts any woman with intent that she may be compelled, or knowing it to be likely that she will be compelled, to marry any person against her will, or in order that she may be forced, or seduced to illicit intercourse, or knowing it to be likely that she will be forced or seduced to illicit intercourse, shall be punished with imprisonment for life, and shall also be liable to fine; and whoever by means of criminal intimidation as defined in this Code, or of abuse of authority or any other method of compulsion, induces any woman to go from any place with intent that she may be, or knowing that it is likely that she will be, forced or seduced to illicit intercourse with another person shall also be punishable as aforesaid.</p> <p>Sec. 375</p> <p>Rape:-</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Sessions</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>A person A is said to commit "rape" if A__</p> <p>(a) penetrates his penis, to any extent, into the vagina, mouth, urethra or anus of another person B or makes B to do so with A or any other person; or</p> <p>(b) inserts, to any extent, any object or a part of the body, not being the penis, into the vagina, the urethra or anus of B or makes B to do so with A or any other person; or</p> <p>(c) manipulates any part of the body of B so as to cause penetration into the vagina, urethra, anus or any part of body of B or makes B to do so with A or any other person; or</p> <p>(d) applies his mouth to the vagina, anus, urethra or penis of B or makes B to do so with A or any other person, under the circumstances falling under any of the following seven descriptions,—</p> <p>firstly, against B's will;</p> <p>secondly, without B's consent;</p> <p>thirdly, with B's consent, which has been obtained by putting B or any</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Sessions</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>person in whom B is interested, in fear of death or of hurt;</p> <p>fourthly, with B's consent, when A knows that A is not B's husband and that B's consent is given because B believes that A is another man to whom B is or believes herself to be lawfully married;</p> <p>fifthly, with B's consent when at the time of giving such consent, by reason of un-soundness of mind or intoxication or the administration by A personally or through another of any stupefying or un-wholesome substance, B is unable to understand the nature and consequences of that to which B gives consent;</p> <p>sixthly, with or without B's consent, when B is under sixteen years of age; or seventhly, when B is unable to communicate consent.</p> <p>Explanation 1.—For the purposes of this section, "vagina" shall also include labia majora.</p> <p>Explanation 2.— Consent means an un-equivocal voluntary agreement</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>when B by words, gestures or any form of verbal or non-verbal communication, communicates willingness to participate in the specific sexual act:</p> <p>Provided that if B who does not physically resist to the act of penetration, it shall not by the reason only of that fact, be regarded as consenting to the sexual activity.</p> <p>Explanation 3.— In this Chapter,—</p> <p>“person” means male, female or transgender, and</p> <p>“rape” includes “gang rape”.</p> <p>Explanation 4.— A bonafide medical procedure or intervention shall not constitute rape.</p> <p>Sec. 376</p> <p>Punishment for rape</p> <p>(1) Whoever commits rape shall be punished with death or imprisonment of either description for a term which shall not be less than ten years or more than twenty-five years or for imprisonment</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>for the remainder period of his natural life and shall also be liable to fine.</p> <p>(1A) Whoever commits an offence punishable under sub-section (1) or sub-section (2) or section 377 or section 377B and in the course of such commission causes any hurt punishable as an offence under section 333, section 335, clauses (iv), (v) and (vi) of sub-section (3) of section 337, section 337C, clauses (v) and (vi) of section 337F shall be punished with death or imprisonment for life and fine.</p> <p>(3) Whoever commits rape of a minor or a person with mental or physical disability shall be punished with death or imprisonment for life and fine.</p> <p>(4) Whoever being a public servant including a police officer, medical officer or jailor, taking advantage of his official position, commits rape shall be punished with death or imprisonment for life and fine.</p> <p>Sec. 377</p> <p>Unnatural offences:</p>		

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>Whoever voluntarily has carnal intercourse against the order of nature with any man, woman or animal, shall be punished with imprisonment for life, or with imprisonment of either description for a term which shall not be less than two years nor more than ten years, and shall also be liable to fine. Explanation: Penetration is sufficient to constitute the carnal intercourse necessary to the offence described in this section.</p> <p>Sec. 371-A Selling a person for purposes of prostitution, etc.</p> <p>Whoever sells, lets to hire, or otherwise disposes of any person with intent that such a person shall at any time be employed or used for the purpose of prostitution or illicit intercourse with any person or for any unlawful and immoral purpose, or knowing it to be likely that such person shall at any time be employed or used for any such, purpose, shall be punished with</p>	<p>i. Arrest without Warrant ii. Non-Bailable iii. Not-Compundable iv. Magistrate or Sessions</p> <p>i. Arrest without Warrant ii. Non-Bailable iii. Not-Compundable iv. Sessions</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>imprisonment which may extend to twenty-five years, and shall also be liable to fine. Explanations:-</p> <p>(a) When a female is sold, let for hire, or otherwise disposed of to a prostitute or to any person who keeps or manages a brothel, the person so disposing of such female shall, until the contrary is proved, be presumed to have disposed of her with the intent that she shall be used for the purpose of prostitution.</p> <p>(b) For the purposes of this section and section 371B, "illicit intercourse" means sexual intercourse between persons not united by marriage.</p> <p>Sec. 371-B</p> <p>Buying a person for purposes of prostitution, etc.</p> <p>Whoever buys, hires or otherwise obtains possession of any person with intent that such person shall at any time be employed or used for the purpose of</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Sessions</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>prostitution or illicit intercourse with any person or for any unlawful and immoral purpose, or knowing it to be likely that such person will at any time be employed or used for any such purpose, shall be punished with imprisonment which may extend to twenty-five years, and shall also be liable to fine. Explanation: Any prostitute or any person keeping or managing a brothel, who buys, hires or otherwise obtains possession of a female shall, until the contrary is proved, be presumed to have obtained possession of such female with the intent that she shall be used for the purpose of prostitution."</p> <p>Sec. 496A</p> <p>Enticing or taking away or detaining with criminal intent a woman.</p> <p>Whoever takes or entices away any woman with intent that she may have illicit intercourse with any person, or conceals or detains with that intent any woman, shall be punished with</p>	<p>i. Arrest without Warrant ii. Non-Bailable iii. Not-Compundable iv. Sessions or Magistrate</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>imprisonment of either description for a term which may extend to seven years, and shall also be liable to fine.</p>	<p>i. Arrest without Warrant ii. Non-Bailable iii. Not-Compundable iv. Sessions</p> <p>i. Arrest without Warrant ii. Non-Bailable iii. Not-Compundable iv. Sessions or Magistrate</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
Child Sexual Abuse	<p>Sec. 364-A</p> <p>Kidnapping or abducting a person under the [age of fourteen]</p> <p>Whoever kidnaps or abducts any person under the [age of fourteen] in order that such person may be murdered or subjected to grievous hurt, or slavery, or to the lust of any person or may be so disposed of as to be put in danger of being murdered or subjected to grievous hurt, or slavery, or to the lust of any person shall be punished with death or with imprisonment for life or with rigorous imprisonment for a term which may extend to fourteen years and shall not be less than seven years.</p> <p>Sec. 366-B</p> <p>Importation of girl from foreign country:</p> <p>Whoever imports into Pakistan from any country outside Pakistan any girl under the age of twenty-one years with intent that she may be, or knowing it</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Magistrate or Sessions</p> <p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Sessions</p>	Criminal Law (Second Amendment) Act 2016

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>to be likely that she will be, forced or seduced to illicit intercourse with another person, shall be punishable with imprisonment which may extend to ten years and shall also be liable to fine</p> <p>Sec. 367-A</p> <p>Kidnapping or abducting in order to subject person to unnatural lust:</p> <p>Whoever kidnaps, or abducts any person in order that such person may be subjected, or may be so disposed of as to be put in danger of being subjected, to the unnatural lust of any person, or knowing it to be likely that such person will be so subjected or disposed of, shall be punished with death or rigorous imprisonment for a term which may extend to twenty-five years, and shall also be liable to fine.</p> <p>Sec. 377</p> <p>Unnatural offences:</p> <p>Whoever voluntarily has carnal intercourse against</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv. Sessions</p> <p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Magistrate or Sessions</p>	

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>the order of nature with any man, woman or animal, shall be punished with imprisonment for life, or with imprisonment of either description for a term which shall not be less than two years nor more than ten years, and shall also be liable to fine.</p> <p>Explanation: Penetration is sufficient to constitute the carnal intercourse necessary to the offence described in this section.</p> <p>Sec. 366-A Procuration of minor girl:</p> <p>Whoever by any means whatsoever, induces any minor girl under the age of eighteen years to go from any place or to do any act with intent that such girl may be, or knowing that it is likely that she will be, forced or seduced to illicit intercourse with another person shall be punishable with imprisonment which may extend to ten years and shall also be liable to fine</p> <p>Section 292A</p>	<p>i.Arrest without Warrant</p> <p>ii. Non-Bailable</p> <p>iii.Not-Compundable</p> <p>iv.Sessions</p> <p>i.Arrest without warrant</p> <p>ii.Not bailable</p> <p>iii.Not compoundable</p> <p>iv.Court of Sessions</p>	<p>Anti-Rape (Investigation and Trial) Act 2021</p>

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>Whoever seduces a child by any means whatsoever with an intent to involve him in any sexual activity or exposes him to obscene and sexually explicit material, document, film, video or a computer generated image or attempts to do the aforementioned act, shall be punished with imprisonment of either description, for a term which shall not be less than one year and may extend up to seven years or with fine which shall not be less than one hundred thousand rupees and may extend up to five hundred thousand rupees, or with both</p> <p>Sec 377A Sexual Abuse</p> <p>Whoever employs, uses, forces, persuades, induces, entices, or coerces any person to engage in, or assist any person to engage in fondling, stroking, caressing, exhibitionism, voyeurism or any obscene or sexually explicit conduct or simulation of such conduct either independently or in conjunction with other</p>	<p>i.Arrest without warrant ii.Not bailable iii.Not compoundable iv.Court of Sessions</p>	<p>Anti-Rape (Investigation and Trial) Act 2021</p> <p>Anti-Rape (Investigation and Trial) Act 2021</p>

Type of GBV	Criminal (Substantive) Laws	Criminal Procedure	Special Laws Applicable
	<p>acts, with or without consent where the age of the person is less than eighteen years of age, is said to commit the offence of sexual abuse.</p> <p>Sec 377B Punishment</p> <p>Whoever commits the offence of sexual abuse shall be punished with imprisonment of either description for a term which may extend to seven years and liable to fine which shall not be less than five hundred thousand rupees or both.</p>		

Annex 6: List of Compoundable and Non-Compoundable Offences

- Section 345 of Cr.PC divides compoundable offences into two parts.
- Certain compoundable offences require the permission of the court to be compounded.
- Other compoundable offences do not require the permission of court.
- The list of compoundable offences that can be mediated without permission of court is given below, including the person who can compound the offence.

Sr. No.	Offence	PPC	Person by whom the offence can be compounded
1	Uttering words etc with deliberate attempt to wound the religious feelings of any person	298	The person whose religious feelings are intended to be wounded
2	Wrongfully restraining or confining any person	341, 342	The person restrained or confined
3	Assault or use of criminal force	352, 355, 358	The person assaulted or to whom criminal force is used
4	Unlawful compulsory labour	374	The person compelled to labour
5	Mischief, when the only loss or damage caused is loss or damage to a private person	426, 427	The person to whom the loss or damage is caused
6	Criminal trespass House trespass	447	The person in possession of the property trespassed upon
7	Dishonestly issuing a cheque for repayment of loan or fulfilment of an obligation	489-A	The person in whose favour cheque is issued
8	Adultery	497	The other spouse
9	Enticing or taking away or detaining with criminal intent a married woman	498	Husband of the woman

Sr. No.	Offence	PPC	Person by whom the offence can be compounded
10	Defamation	500, 501, 502	The person defamed
11	Insult intended to provoke a breach of the peace	504	The person insulted
12	Criminal intimidation	506	The person intimidated

The list of compoundable offences that can be mediated only with the permission of court is given below, including the person who can compound the offence.

Sr. No.	Offence	PPC	Person by whom the offence can be compounded
1	Rioting, rioting armed with deadly weapon	147, 148	The person against whom the offence was committed or the heirs of such person
2	Qatl-i-amd (murder), Qatl-e-khata (murder by mistake), Qatl-bis-sabab (indirect killing), Qatl-e-amd not liable to Qisas (compensation)	302, 303, 308, 316, 319, 320, 322, 324	By the heirs of the victim
3	Attempt to commit Qatl-i-amd	324	Person against whom the offence was committed
4	Itlaf-i-udw (to dismember, amputate or sever any limb or organ of a person)	334	Person to whom it is caused
5	Itlaf-i-Salahiyat-i-Udw (to destroy or permanently impair the function, power or capacity of an organ of the body of another person)	336	Person to whom it is caused
6	Shajjah (to hurt on the head or face of any person)	337-A	Person to whom it is caused

Sr. No.	Offence	PPC	Person by whom the offence can be compounded
7	Jury (Causing hurt on any part of the body, other than the head or face, which leaves a temporary or permanent mark of the wound)	337D, 337F	Person to whom it is caused
8	Hurt	337G, 337H, 337I, 337J, 337K, 337L	Person to whom it is caused
9	Hurt not liable to qisas	337M, 337N	Person to whom it is caused
10	Isqat-i-haml (causing death of unborn foetus where the organs and limbs of the foetus are developed)	338A	The victim of the heirs of the victim as the case may be
11	Isqat-e-janin (causing death of unborn foetus where the organs and limbs of the foetus are not fully developed)	338C	The victim of the heirs of the victim as the case may be
12	Wrongfully confining a person for three or more days	343	The person confined
13	Wrongfully confining a person in secret	346	The person confined
14	Force or criminal force to wrongfully confine a person	357	The person assaulted or against whom the force is used
15	Dishonest misappropriation of property	403	The owner of the property misappropriated
16	Cheating	417, 418, 419, 420	The person cheated

Sr. No.	Offence	PPC	Person by whom the offence can be compounded
17	Mischief by injury to work of irrigation by wrongfully diverting water when the only loss or damage caused is loss or damage to private person	430	The person to whom the loss or damage is caused
18	House trespass to commit an offence	451	The person in possession of the house
19	Using false trade or property mark	482, 483, 486	The person whose trade or property mark is counterfeited
20	Insulting modesty of a woman or causing sexual harassment	509	The woman whose modesty is insulted or who is harassed

Annex 7: Notice for Mediation and Reconciliation

Women Protection Centre, _____

Government Of Punjab

Ref No.....

Date.....

اسلام علیکم،

ہر گاہ واضح ہو کہ ویمن پروٹیکشن سینٹر حکومت پنجاب کا ایک ادارہ ہے۔ اس ادارے کے مقاصد میں سے ایک مقصد خواتین کے مسائل کو ثالثی اور مفاہمت کے تحت باہمی طور پر حل کرنا ہے۔

لہذا آپ کو مطلع کیا جاتا ہے کہ

مورخہ.....، بوقت.....، ویمن پروٹیکشن سینٹر..... میں تشریف لا کر اپنا موقف بیان کریں اور باہمی رضامندی سے اپنے مسائل کو حل کریں۔

ڈسٹرکٹ ویمن پروٹیکشن آفیسر / ویمن پروٹیکشن آفیسر

Annex 8: Example of Format for Settlement Deed

Settlement Deed

Date: _____ Present: _____
 Aggrieved Person "X" (wife) bearing CNIC _____ resident of _____ in person along with _____ (state name of relative accompanying if any).
 Defendant Y (husband) bearing CNIC _____ resident of _____ in person along with _____ (state name of relative accompanying if any).

Mediation and reconciliation process held between the parties.

Briefly stated, the relevant facts of the case as disclosed by the parties are that the aggrieved person (wife) and the defendant (husband) got married on _____ according to Islamic/Christian/Hindu marriage rites and customs. The parties have __ son(s) and __ daughter(s) from the said wedlock. Certain matrimonial differences have arisen between the parties whereby the Women Protection Centre has been approached for the purposes of mediation and reconciliation between the parties. Brief facts of the dispute between the parties is non-payment of maintenance/ verbal abuse against the aggrieved person/ violence against the aggrieved person/ non-payment of maintenance of children etc. (state details of the dispute between the parties).

- After mediation and reconciliation process, the aggrieved person (wife) and the defendant (husband) have agreed to settle their issues/disputes/differences as follows:
- It is agreed that the defendant (husband) and aggrieved person (wife) shall make every effort to continue their matrimonial relationship with peace and harmony.
- It is agreed that the defendant (husband) shall pay Rs. _____ (in words) to the aggrieved person on a monthly basis as maintenance for the aggrieved person (wife) to meet her expenses. The maintenance provided by the defendant (husband) to the aggrieved person (wife) shall be separate from the household expenses.
- It is agreed that the defendant (husband) shall pay Rs. _____ (in words) to the aggrieved person (wife) on a monthly basis as maintenance for the children. The maintenance provided for the children shall include their school fees and school going expenses.
- It is agreed that the parties shall bring up their children without poisoning their minds against any parent and shall provide their children a safe environment based on their well-being.
- The aggrieved person (wife) and the defendant (husband) with the assistance of their relatives and friends (where appropriate) shall co-operate in the execution of the terms and conditions of this settlement.
- The parties have settled their dispute out of their own free will, without any fear, force, coercion or undue influence from any side.

Signature of Aggrieved Person CNIC: _____	Signature of Defendant CNIC: _____
Signature of relative or any other person accompanying the Aggrieved Person CNIC: _____	Signature of relative or any other person accompanying the Defendant CNIC: _____

The contents of the settlement have been explained to the parties in vernacular and they have understood the same and have admitted the same to be correct.

Copies of settlement have been given to both the parties.

Signature of Mediator

Annex 9: Example of Terms and Conditions for Custody Agreements

In the case of 2018 SCMR 1991, the august Supreme Court of Pakistan authored a judgement regarding custody of children between the parties. The judgement serves as a guideline for potential terms and conditions between the parties regarding custody, visitation rights, maintenance of children and obligation of both parents towards the children.

In relation to reconciliation and mediation processes between such parties, the judgement can serve as an important guideline to follow to settle such disputes. In this regard, the text of the judgement is reproduced hereinbelow for ready reference for the staff of the Protection Centre involved in mediation and reconciliation.

2018 S C M R 1991 [Supreme Court of Pakistan]

Present: Mushir Alam, Faisal Arab and Sajjad Ali Shah, JJ

Most. MADIHA YOUNUS---Petitioner

Versus

IMRAN AHMED---Respondent

Civil Petition No. 39-K of 2018, decided on 3rd September, 2018.

(Against the judgment dated 6.12.2017 passed by High Court of Sindh, Karachi in C.P. No. S-2210 of 2017)

Guardians and Wards Act (VII of 1890)---

----S. 25---Custody of minors---Compromise/agreement between parents---Custody with mother---Visitation rights of father---Maintenance of minors---Comprehensive plan for custody, visitation rights and maintenance of minors, and obligations of both parents issued by the Supreme Court listed.

Supreme Court issued the following comprehensive plan with regard to custody, visitation rights and maintenance of minors, and obligations of both parents:

- (i) Both the minors shall remain with the mother.
- (ii) On every alternate weekend minors may reside with the father, who shall pick up the minors from the house of the mother on Friday at about 8:00 p.m. late evening and shall drop the minors at the house of the mother on Sunday by 01:00 p.m. in the afternoon.
- (iii) During summer vacations the custody of the minors shall be handed over to the father on the 1st Sunday of the summer vacations so declared by the School/Government and shall be returned to the mother at evening on the 4th Sunday during the vacations so that minors may have four weeks to spend with their father
- (iv) Winter vacations were generally due from 21st December to 30th December. The first week of the winter vacation shall be spent by the minors with their father and second week with the mother.

- (v) During Eid-ul-Fitr the minors shall celebrate Eid with their father from chand raatat 8:00 p.m. till second day of Eid upto 08:00 p.m.
- (vi) On Eid-ul-Adha the mother shall allow the minors to celebrate Eid with their father who shall pick the minors from the residence of mother on the second day of Eid-ul-Adha at 11:00 a.m. in the morning till 3rd day of Eid at 10:00 p.m. or earlier.
- (vii) Minors may spend alternate unscheduled holidays with their father from 10:00 a.m. to 08:00 p.m. in the evening.
- (viii) The father shall bear all expenses of the minors i.e. school fees, uniforms, van fees as well as other miscellaneous expenses as may be needed for the minors.
- (ix) In addition to such expenses the father shall also provide a sum of Rs.5,000/- per month for each minor for their other personal needs and requirements.
- (x) In case there was any family occasion for which the father desired and wished that his sons may also attend, he shall inform the mother who shall not unreasonably stop the minors from attending such family events and/or functions.
- (xi) Both the mother and father shall not do any act that may prejudice the minors' mind towards the other parent.

Syed Ehsan Raza, Advocate Supreme Court for Petitioner.

Ishaque Sathi, Advocate Supreme Court for Respondent.

Date of hearing: 3rd September, 2018.

ORDER

MUSHIR ALAM, J.---Madiha Younus-petitioner has impugned the judgment dated 6.12.2017 passed by learned High Court of Sindh, Karachi in C.P. No. S-2210 of 2017 whereby certain arrangements were made as regards to minors two sons namely Huzaifa Imran (date of birth 4.11.2006) and Aashad Imran (date of birth 17.10.2008).

2. It appears that petitioner-Madiha Younus and respondent No.1-Imran Ahmed could not maintain matrimonial relationship that led to the present unpleasant litigation to claim custody of the minors. Both the parties, present in Court and represented by the counsel. Learned counsel for the respondent has proposed the compromise and states that terms and conditions of the compromise are such that, if at all, custody is handed over to the respondent No.1-father he shall ensure the visitation rights to the petitioner in the manner stated therein. According to him such visitation rights are equally balanced and, if at all, the mother-petitioner wants to retain custody similar rights may be given to him.
3. We appreciate that both the learned counsel for the parties who have made efforts in bringing about reconciliation between the parties accordingly following orders are passed:
 - i) Both the minors shall remain with the petitioner -Madiha Younus (mother).
 - ii) On every alternate weekend minors may reside with respondent No.1-Imran Ahmed (father) i.e. respondent No.1 will pickup the minors from the house of the petitioner on Friday at about 8:00 p.m. late evening and shall drop the minors at the house of the petitioner on Sunday by 01:00 p.m. in the afternoon.
 - iii) During summer vacations the custody of the minors to be handed over to the respondent on the 1st Sunday of the summer vacations so declared by the School/Government and shall be returned to the petitioner in evening of the 4th Sunday during the vacation so that minors may have four weeks to spend with his father i.e. respondent No.1.
 - iv) Winter vacations which are generally due from 21st December to 30th December. 1st week of the winter vacation shall be spent by the minors with respondent No.1 and 2nd week with the petitioner.
 - v) In Eid-ul-Fitr the minors will celebrate Eid with his father respondent No.1 from Chand Raat of Eid-ul-Fitar at 08:00 p.m. till second day of Eid upto 08 p.m.
 - vi) In Eid-ul-Adha the petitioner will allow the minors to celebrate Eid-ul-Adha with father i.e. respondent No.1 who shall pick the minors from the residence of petitioner on the second day of Eid-ul-Adha at 11:00 a.m. in the morning till 3rd day of Eid-ul-Adha at 10:00 p.m. or earlier.
 - vii) Unscheduled holidays the minors may spend alternate holidays with respondent No.1-father from 10:00 a.m. to 08:00 p.m. in the evening.

- viii) The respondent No.1-father shall bear all expenses of the minors i.e. school fees, uniforms, van fees as well as other miscellaneous expenses as may be needed for the minors.
 - ix) In addition to such expenses the respondent No.1-Father shall also provide a sum of Rs.5,000/- per month each minor for their other personal needs and requirements.
 - x) It may be observed that in case there are any family occasions in which the respondent No.1 desires and wishes that his sons may also attend shall inform the petitioner who shall not unreasonably stop the minors from attending such family events and or functions.
 - xi) It is needless to say that the minors are of such an impressionable age and both the parents appear to be sensible and conscious of their social responsibility shall not do any act that may prejudice their mind towards the other parents.
5. Accordingly, this petition is disposed of in the terms noted above.

MWA/M-21/SC Order accordingly.

This Settlement Deed is regarding mediation and reconciliation between a husband and wife and is an example of format to be followed. It is to serve as a guideline

Annex 10: Important Definitions/ Key Terms

- **"Aggrieved person/survivor"** means a female who has been subjected to violence by a defendant.
- **"Authority"** means the Punjab Women Protection Authority established under section 3 of the Punjab Women Protection Authority Act 2017 (X of 2017).
- **"Committee"** means a District Women Protection Committee established under the Act.
- **"Code"** means the Code of Criminal Procedure, 1898 (V of 1898).
- **"Court"** means the Family Court established under the Family Courts Act, 1964 (XXXV of 1964).
- **"Dependent child"** means a male child who is below the age of twelve years of age and includes any adopted, step or foster child.
- **"District Women Protection Officer"** means the District Women Protection Officer appointed under the Act.
- **"Domestic violence"** means the violence committed by the defendant with whom the aggrieved/survivor person is living or has lived in a house or visits the house when they are related to each other by consanguinity, marriage, adoption or in terms of employment.
- **"Government"** means Government of the Punjab.
- **"House"** includes a place where the aggrieved person lives in a domestic relationship irrespective of right to ownership or possession of the aggrieved person, defendant or joint family, or lives or visits such a place as a domestic worker.
- **"Prescribed"** means prescribed by rules made under the Act.
- **"Protection center"** means a Violence against Women Centre established or declared under the Act.
- **"Protection system"** means the protection system constituted under the Act and includes a Committee, a Protection Centre and a shelter home established under the Act.
- **"Defendant/Abuser"** means a person against whom relief has been sought by the aggrieved person.
- **"Resident"** means a woman residing in a shelter home or a dependent child of such woman residing with her in the shelter home or a child residing in a shelter home.
- **"Secretary"** means Secretary to the Government, Social Welfare and Bait-ul-Maal Department.
- **"Shelter home"** means a premises established or licensed by the Government under the Act to provide board and lodging and rehabilitation services to the aggrieved persons, other women and their children.

- **“Violence”** means any offence committed against the human body of the aggrieved person including abetment of an offence, domestic violence, sexual violence, psychological abuse, economic abuse, stalking or a cybercrime.
- **“Economic abuse”** means denial of food, clothing and shelter in a domestic relationship to the aggrieved person by the defendant in accordance with the defendant’s income or taking away the income of the aggrieved person without her consent by the defendant. “Psychological violence includes psychological deterioration of aggrieved person which may result in anorexia, suicide attempt or clinically proven depression resulting from defendant’s oppressive behavior or limiting freedom of movement of the aggrieved person and that condition is certified by a panel of psychologists appointed by District Women Protection Committee.
- **“Women Protection Officer”** means a Women Protection Officer appointed or nominated under the Act.

Annexure 11: Dos and Don'ts of Communication with Survivor:

Dos

- Do establish the contact with the caller in a way that is warm and welcoming and let them know what the helpline service is about .E.g. 'Good day, you have called ---helpline, a confidential and private service for GBV survivors.
- Do greet the caller in a way that conveys that you are ready and willing to listen in an unhurried manner.
- Do acknowledge the caller for taking a step for seek help. "You did the right thing by calling the Help line."
- Do share with the caller how the helpline counsellor will assist him/her.
- Do allow silence and pauses.
- Do share your timings and days at the helpline
- Do ensure confidentiality.
- Do take some basic history about the issue that the caller shares.
- Show empathy instead of sympathy. Empathy means feeling with a person, while sympathy means feeling sorry for a person. Sympathy creates a dead end in the conversation.
- Do validate the caller's feelings and normalise them. For example "Your anger/sadness/ fear is a natural reaction to this situation and many people going through similar experiences report feeling this way."
- Do ask for elaboration, clarification "Could you tell me a little bit more about why you felt angry at that time?"
- Do show that you understand the difficulty experienced by callers in opening up "I understand that this is something difficult to talk about."

Don'ts

- Don't ask questions like an interrogation "Why didn't you tell anyone immediately?"
- Do not pretend to be anything that you are not.
- Do not dismiss or trivialise the callers' feelings, especially painful ones.
- Don't show strong emotion towards the caller (anger, affection, etc) "I am very fond of you and am always thinking about how to help you."
- Don't probe if the caller is not ready "But what exactly did he do to you?"
- Don't make decisions for the caller or tell the callers what to do "You are not going to get into that situation again."
- Don't give the caller false hopes and reassurances "Don't worry.... Everything will be fine."
- Don't doubt what the caller is saying "Are you sure he abused you?"
- Don't pity the caller or make him/her feel helpless "Oh you poor thing! That's completely shattering!"
- Don't express shocks, horror at callers story "Oh my God? He said that to you??"
- Don't negate the client's feelings. "There's no need to feel so angry about that."
- Don't start owning the client's problems (Don't worry....I'll take care of that."
- Be careful of suggesting an action-plan if you don't know the person's situation adequately.

Annexure 12: Code of Conduct for PWP Helpline Staff

The code of conduct for a Punjab Women Protection Helpline is crucial to ensure that the service is provided in a professional, ethical, and supportive manner. To prevent abuse, the following core principles must be incorporated into the VAWC Helpline's Code of Conduct. All staff of the Helpline should understand and sign this Code of Conduct, setting out professional standards of conduct.

1. Sexual exploitation and abuse of callers by Helpline staff constitute violations and are therefore grounds for termination of employment.
2. Sexual activity with minor callers (those under the age of 18) is considered an aggravated violation and will constitute grounds for termination of employment and legal action. Mistaken belief in the age of a child is not a defence.
3. Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading, or exploitative behaviour with a caller is prohibited. This includes the exchange of assistance that is due to beneficiaries.
4. Personal relationships between staff members and beneficiaries are strongly discouraged and intimate relationships are prohibited since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of work.
5. Where a staff member develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same department or not, s/he must report such concerns via established reporting mechanisms, such as to the Manager VAWC, Reporting supervisor as per the contract, or a Committee of the Protection of Women against Harassment at Work Place.
6. Manager/Lead is responsible for supporting and developing systems that maintain this environment.
7. To ensure the maximum effectiveness of the Code of Conduct, it should be posted in clear view in the public areas of the office, introduced and explained, signed by all staff, and kept in employee files.

All posted and distributed copies of the Code of Conduct should be translated into the appropriate language of use for the staff.

Annexure 13: Undertaking for PWP Helpline Staff

As a psychologist/Referral Operator (Case Worker) in PWP Helpline, you are responsible for:

- Maintaining the client's confidentiality and privacy by all means
- Accepting the client as an individual and respecting his/her religious, cultural personal values and norms
- Getting the client's informed consent of the tape-recording a session as well as, sharing information about him/ her in any document/public forum, etc.
- Not getting into any relationship with the client and/or not accepting any gifts or similar favours
- Not engaging in or condoning sexual harassment
- I have read the above-mentioned norms and the
 - Code of Conduct for the PWP Helpline
 - The Protection Against Harassment Of Women At The Workplace Act
 - The Punjab Protection Of Women Against Violence Act (Amendment) 2022
 - Guidelines for the Protection of Dignity and Rights of the Survivors of Violence

I agree to abide by them and maintain the highest standards of counselling ethics.

Annexure 14: Call Back Guidelines for Punjab Women Protection Helpline

A well-defined callback Guidelines is essential for ensuring that survivors of GBV receive timely and appropriate follow-up support. Below are the guidelines for implementing an effective call back policy for PWP helpline:

- Obtain Informed consent from the survivor before initiating a call back, explaining the purpose and what to expect from the call.
- Ensure the survivor's safety during the call back (date, day, time and contact number), confirming that it is safe for them to receive the call.
- Establish a clear schedule for call back ie: (date, day, time and contact number), considering the survivor's availability and preferences, while avoiding excessive frequency that may cause distress.
- Maintain confidentiality during the call back, ensuring that personal and identified information is protected and not disclosed.
- Record details of the call back, including the date, time, referral, and any relevant information discussed, while adhering to data protection and Information sharing protocols.
- If a call is disconnected during a callback whether due to network issues, any emergency or the survivor's discomfort the Helpline staff will not initiate another call. Instead, they will wait for the survivor to reach out again to ensure their comfort and consent.
- Call-backs will only be made by authorised Helpline staff members who are directly involved in providing services, such as psychosocial support, Legal or any other support, to maintain professionalism, confidentiality, and consistent care to the caller/survivor/aggrieved.
- Do not make repeated call backs if the survivor/aggrieved/caller does not answer or refuses further communication, unless required by law or for their safety.
- Use the call back as an opportunity to assess ongoing needs and provide additional support or referrals as necessary and as required.
- Take Caller/Survivor feedback about the services/referrals if possible (With the Consent) and if possible.

Annexure 15: Maintaining a Code of Conduct for the PWP Helpline:

- All Staff members of the WPC including senior, professionals and support must understand and sign a Code of Conduct or a similar document, setting out professional standards of conduct.
- All stakeholders, members, staff, and supporting agencies will maintain a duty of care to beneficiaries and a responsibility to ensure that beneficiaries are treated with dignity and respect.
- The DWPO will take the responsibility of maintaining an environment that ensures respect and Dignity for survivors and promotes the implementation of their code of conduct.
- The Code of Conduct will be posted on the WPC in a clear view of the staff.

Annexure 16: Maintaining a Code of Conduct for WPC

- WPC staff must maintain a duty of care to survivors, treating them with dignity and respect, while ensuring compliance with the standards outlined in this document.
- The DWPO and staff should collaborate to create a safe environment that prevents abuse and harassment and upholds the code of conduct, particularly for vulnerable groups.
- The code of conduct will be visibly posted in the WPC office and signed by all professional and support staff. (Annexure 11)
- Harassment complaints from staff will be addressed by the Anti Sexual Harassment Committee notified by the PWPA according to the "The Protection Against Harassment of Women at the Workplace Act, 2010."
- PWPA shall ensure displaying the contact details of the Anti-Harassment Committee and the Act's provisions in all WPCs.

Breach of Conduct

- Violations, whether due to negligence, misconduct, or disregard for protocol, will be met with corrective measures, which may include warnings, suspension, or termination, depending on the severity of the infraction. Accountability for such actions will be carried out in accordance with The Punjab Employees Efficiency, Discipline and Accountability Act, 2006 (Act XII of 2006), ensuring due process and a fair, transparent evaluation.
- Disciplinary action shall be taken by the PWPA against the DWPO or any staff member about any alleged breach that is brought to their notice
- Immediate action will be taken against referral services providers, consultants, partners, volunteers working with WPC if found involved in any misconduct.

Annex 17: Undertaking for WPC Staff

As a _____(mention designation)_____ in the WPC, you are responsible for:

- Maintaining the survivor's confidentiality and privacy by all means.
- Accepting the survivor as an individual and respecting their religious, cultural, personal values, and norms.
- Obtaining the survivor's informed consent of recording or sharing information about them in any document/public forum, etc.
- Not engaging in any personal relationships with the survivor or accepting any gifts or similar favors.
- Not engaging in or condoning abuse, harassment, sexual harassment.
- I have read the above-mentioned norms and the:
 - Code of Conduct for the WPC
 - The Protection Against Harassment of Women at the Workplace Act
 - The Punjab Protection of Women Against Violence Act (Amendment) 2022
 - Guidelines for the Protection of Dignity and Rights of the Survivors of Violence

I agree to abide by them and maintain the highest standards of counseling ethics.

Date:_____

Signature:_____

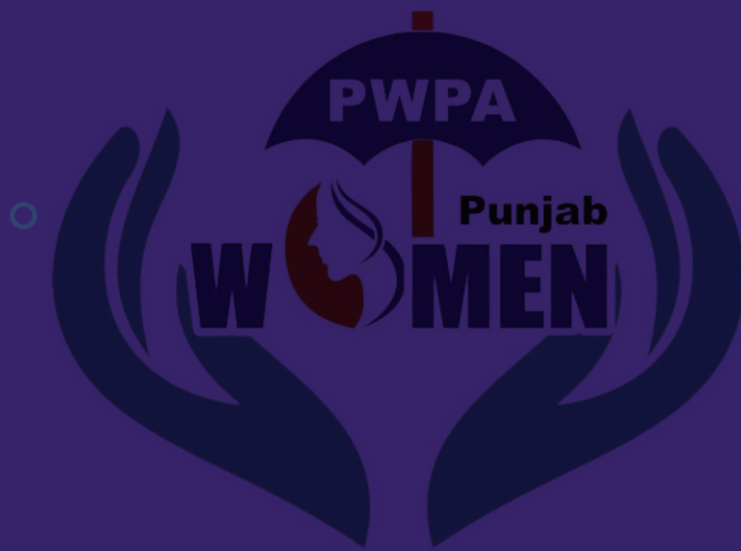
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