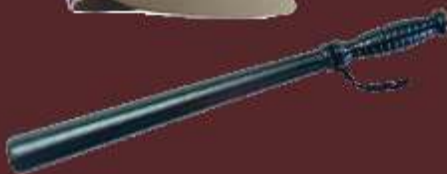


*Handbook Series on  
Social Work in Criminal Justice*

# Social Work Intervention at Police Stations



# Social Work Intervention at Police Stations



PRAYAS

Social Work in Criminal Justice  
A field action project of the Tata Institute of Social Sciences  
2012

**Published by :**

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**First Edition : 2012**

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Prayas  
Social Work in Criminal Justice  
(A Field Action Project of the  
Centre for Criminology & Justice,  
School of Social Work,  
Tata Institute of Social Sciences)

**Printed at :**

India Printing Works,  
India Printing House,  
42, G.D. Ambekar Marg,  
Wadala, Mumbai 400 031  
Ph.Nos. 022-6662 4969  
E-mail : ipw@vsnl.net

**Price :**

₹ 75/-

## ACKNOWLEDGEMENTS

- Chanda Ingle
- Devayani Tumma
- Devchand Randive
- Krupa Shah
- Late Subhash Tupe
- Namita Raj
- Penelope Tong
- Pooja Shrimali
- Sangeeta Gawali
- Shobha Shelar
- Silvin Kale
- Sujata Jagtap
- Suryakant Mane
- Usha Nathan

Dr. Sanober Sahni, *Project Advisor, Prayas*



# FOREWORD

I am happy to introduce the handbook series on social work in criminal justice published by Prayas. These handbooks are the result of more than two decades of sustained work in the field by Prayas. They could act as a guide for social work practitioners, NGOs and interested individuals to initiate work in criminal justice settings. It would be very useful to social work educators and students to initiate field work or field action projects in these settings. It could also be of use to probation and welfare officers working with prisoners, released prisoners, crime victims, women in distress, children in need of care and protection, juveniles in conflict with law, persons vulnerable to criminalisation, victimisation, marginalisation or destitution, and their families.

The primary mandate of field action projects in the School of Social Work at TISS is to incubate and demonstrate new areas of social work intervention, advocate law and policy change and act as a laboratory for faculty and students to develop field-based theoretical perspectives and knowledge and facilitate praxis. This is possible only when field experiences are documented and disseminated through publication of monographs, working papers, journal articles, books and 'field literature'. The handbook series is an attempt towards this. The handbooks can be further refined and strengthened at a later stage to help develop a more rigorous and academic writing.

I congratulate the Prayas team for their efforts in putting together this handbook series. I hope that this would lead to many more such publications in future.

Surinder Jaswal  
Professor and Dean  
School of Social Work  
Tata Institute of Social Sciences



## ABOUT THIS HANDBOOK

Prayas is a field action project of the Center for Criminology & Justice, School of Social Work, Tata Institute of Social Sciences, Mumbai, which has been working since the past 22 years in the field of criminal justice through social work intervention. It focuses on the protection of legal rights and rehabilitation of crime-affected persons whether as victims or offenders and/or their families, and attempts to create opportunities for alternative employment and social rehabilitation. Prayas social workers are placed in various settings of the criminal justice system which include prisons, police stations, courts, juvenile justice boards and institutions/shelter homes for women. This Handbook Series is an attempt to document and draw out learnings from the field during the past twenty two years of social work intervention in various settings of the criminal justice system.

This handbook on “Social Work Intervention in Police Stations” attempts to document the experiences of Prayas social workers in handling cases relating to women, children, youth, mentally or emotionally disturbed persons, senior citizens, and family or neighbourhood disputes which reach the police station. These cases could be cognizable or non-cognizable, depending on the gravity of the incident. The role and response of the police in these cases can vary depending on whether they get registered as cognizable or non-cognizable. It can also depend on the influence the party/ies approaching the police bring to bear in the case as well as socio-political dimensions involved. Prayas’ experience shows that the social worker’s presence at the police station can therefore have an important bearing in the process and nature of intervention in the case.

Important P.N. (Police Notice) paras and circulars issued by the police department as a result of Prayas’ intervention have been annexed in the handbook.

This compilation is drawn from Prayas annual reports, notes submitted to various authorities, reports submitted to funding organisations, and discussions in the staff meetings or workshops on specific issues.

We hope our efforts through this publication would be of some assistance and guidance to our readers.



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## CHAPTER - I

# INTRODUCTION

In a society characterized by rule of law and the existence of a formal criminal justice system, a police station is the first point of reference for citizens for relief, grievance redressal and justice. Contestations and conflicts between individuals, groups and communities in a fractious polity like India often end up in the commission of crimes and atrocities committed against the weaker parties. In this context, the police station often becomes the theatre where power dynamics and the inter-play of caste, class, ethnicity and gender decide who gets justice and at what cost. For most citizens, approaching the police is the last resort when informal justice and social control mechanisms (which are often loaded against the weaker parties) fail to deliver; and they need to turn to some formal authority to deal with problems of psycho-social, legal and political nature. Another important dimension relevant in this discussion is that often, by the time a conflict situation reaches a police station, there is a crisis or an emergency waiting to be handled and therefore, an expectation from the aggrieved party/ies for an immediate response and instant justice from the police. Added to this potent cauldron is the fact that the mandate of the police as the first point of redressal in the justice delivery system, makes it difficult for them to refuse any case. In these circumstances, the general expectation is that the police should help whoever approaches them with a complaint by dealing sternly / firmly with the 'other' party; resolve the problem or conflict through a process of negotiation or mediation; or take the 'legal' route

by registering a case against the 'offending' party and fine or arrest the person/s concerned.

The experience of Prayas of working with the police and at police stations over the last twenty years or so has shown that many cases turn into legal disputes or criminal matters due to the ineffective or unjust interventions by social agencies such as the family, the community, religious or political institutions in situations of conflict between two or more parties, marked by power inequities. However, once these 'matters' or cases reach the police station, they have to be handled through the use of legal powers at the disposal of the police, such as registering a non-cognizable complaint (N.C. compliant) against the party/ies mentioned by the complainant/s or by filing a criminal case (C.R.) and arresting the offender/s concerned or the unofficial use of authority against the alleged offender/s or transgressor/s.

Such actions may lead to the conflict or the problem being brought under control, cooling of tempers, bringing down the tension levels, or even solving the problem for the time being. But it must be understood that the root cause of the conflict may lie within structural inequalities, a power imbalance in society, or lack of effective and timely psycho-social or socio-legal inputs. Over time, the problem/conflict may erupt again, or may assume a more serious or violent nature. It is here that trained social workers can play an important role. They can try and get to the 'bottom of the matter' with the skill sets available with them – the knowledge and the knowhow to work with individuals, groups and communities and attempt a social reengineering process. Their intervention in the situation can help in addressing the underlying causes and begin a process of realignment of forces towards peace building.

Another aspect that needs to be highlighted is the fact that a police station has to deal with two often contradictory processes – meting out justice to complainants/victims as well as accused persons/offenders within the framework of the law and laid down rules and guidelines. While their larger mandate pitches them to serve the interests of victims, rule of law and human rights guidelines creates obligations on them to be fair and humane with the alleged offenders as well. This creates a conflict within them which is difficult to resolve, particularly in a scenario where pressure from the complainant/s and the general public is towards providing justice to the victim/s, often interpreted in terms of 'strict action' and even acts of cruelty against the alleged offender/s. In this scenario, the accused person has to depend on his/her family support and lawyer to counter any blatant violation of his/her rights as a citizen. Where such individuals lack family supports

or legal representation, a social worker can play the role of arranging for such support by contacting family members and/or arranging for legal counsel. Such persons are also vulnerable to police action due to their past criminal record. They are at risk of being re-arrested on suspicion (on some fresh charges) or put under preventive detention, despite the fact that they have moved away from crime, or may be making 'sincere' attempts to earn a livelihood through the legal sector or re-enter the social mainstream. Social workers can play an important role here by trying to put across this viewpoint before the police, through dialogue and negotiation and thus prevent such action from being taken by the police.

Thus, the objectives of social intervention in the police station are:

- a) To demonstrate the need and role of social workers at the police station.
- b) To work with vulnerable groups coming to or being brought to the police station through psycho-social and/or socio-legal interventions/practice.

The various groups that the social worker may come in contact with at the police station are:

- a) Women affected by marital or family disputes.
- b) Children – in conflict with the law and /or living in a state of neglect.
- c) Persons with psychological or severe emotional disturbance.
- d) Senior citizens in need of support against harassment.
- e) Persons with addictive behavior.
- f) Neighbourhood or property dispute cases.
- g) Youth offenders and first-time offenders.
- h) Minors who may have eloped, due to 'love affairs' or problems at home.
- i) Women or children rescued from commercial sexual exploitation.
- j) Women who may be working in beer bars, massage parlours and escort services and against whom legal action has been taken.
- k) Women arrested for 'soliciting' for clients in public places
- l) Any other person approaching the police in need of legal guidance or social intervention

Procedures of working with the police have to be evolved gradually and the following issues need to be kept in mind:

- Developing a functional relationship with the police rather than start with any ideological bias about the system.
- Open-mindedness and the need to “work” with the police rather than take an “either” “or” position.
- Refraining from questioning the intentions of a police officer concerned.
- Emphasizing that both the social worker and the police are working towards crime prevention as one of their objectives.
- Recognizing that the role of police and social worker are different; a mutually supportive but non-interfering relationship needs to be developed with the station house staff.
- Approaching senior officers whenever required.
- Keeping the police informed about developments in a case, and seeking their assistance if necessary.
- Refraining from participating in police investigations.
- Maintaining the confidentiality of clients to the extent possible.
- Refraining from use of pressure or force, and helping clients make their own decisions.

Initially, permission will have to be sought from the higher officials e.g. Commissioner of Police/Superintendent of Police or the Dy. Commissioners of Police/Dy. Superintendent of Police of the respective zones/area, to get the work started or the project approved. Once the permission is obtained, work can begin with the staff of the police station/s concerned, where the social workers would be placed or where the work of the organization would commence.



## CHAPTER - II

# WORK WITH GROUPS COMING TO THE POLICE STATION

### ***Handling of non-cognizable offences***

The social worker can take up cases that come under the category of non-cognizable offences. These could be cases of family conflicts, marital disputes, neighbourhood disputes, harassment of senior citizens, persons with emotional or psychological disturbance (including substance abuse) and property matters. There are also cases such as runaways from homes, elopement of minor girls with minor or major boys, missing persons, etc. Cases of mentally disturbed persons being brought to the police stations by family members or members of the public also require the social worker's intervention.

### ***Women***

The social and economic status of women in our country gives them little autonomy in decision-making processes. In times of need, when they approach the police station, many women are scared, apprehensive and non-communicative. In such circumstances, the presence of a social worker may be seen as essential for effective communication between the women and the police.

The social worker has to make the police station environment more empathetic and approachable. She has to put in the effort to explain the procedures, thus helping the women to shed their inhibitions and talk confidently about their problems and the kind of help required.

### ***Children***

The children who reach the police station may be delinquents, runaways from homes or residential institutions, children with alleged behavioral problems, and lost children, etc. The social worker must be able to provide the emotional support necessary for the child, and to suggest suitable alternatives for its rehabilitation.

### ***Youth***

The focus here is on first-time and young offenders (male and female). Options for rehabilitation should be made available to them to counter processes of criminalization through association with habitual criminals in the police lock-up. The social worker must try to make available services necessary for rehabilitation such as, family support, employment, training, shelter and follow-up.

### ***Psychologically and emotionally disturbed persons***

This group includes individuals suffering from behavioral problems (manifested in aggressive or violent behaviour), mentally challenged persons, emotionally disturbed persons, persons with substance abuse problems, etc. The approach of the social worker with this group should be non-authoritarian and supportive. She also must have access to information about existing services in the community and be better equipped to handle such cases. The social worker must liaise between the client, the police, the courts, the family and other available community and voluntary resources.

### ***Suspects***

Police station registers could be referred to identify cases of persons arrested under suspicion. These suspects are kept in the police lock-up. On request, their families can be informed, legal information and aid can be provided, and cases can be followed-up while the individuals are in custody.

### ***Dispute cases***

In various disputes cases which normally get registered as non-cognizable offences, both parties can be initially heard separately. If required, visits could

be made either to the home, relatives, school, hospital, court, work place, other police stations, NGOs in contact with the client – as per the requirements of the case. Later, a joint meeting of the two parties could be suggested. A confrontation may occur, but alternative options may emerge through a process of bargaining and negotiation. The social workers could offer help and guidance, and maintain a follow-up with the cases till both parties reach a solution on their own.

### ***First time and young offenders***

Work in the police lock-ups can be focused on first-time offenders and young offenders arrested for minor offences. In these cases, the social worker can provide socio-legal advice, and pay home visits.

### ***Work with victims of the criminal cases***

A social worker placed at a police station can exclusively work with cases of victims and families of victims of violent crimes such as murder, attempted murder, assault, sexual crimes, marital dispute, alcohol abuse, burns etc. where the bread winner or an equivalent family member has been killed or seriously injured. In such cases, the services offered could include counseling, home visits, hospital visits, identifying organizations/medical trusts for medical assistance, guidance and support towards gaining the benefit of government schemes, etc.

### ***Work with the police personnel and their families***

The social worker can focus on social work with police personnel and their families at the police lines. The worker can assist individual police staff with problems such as stress, alcoholism, health problems, family matters, etc.

## **THE PROCESS OF WORK**

The social workers must essentially engage with the police vis-a-vis the cases that they take up. Each case is unique and requires skillful handling. The police station is normally seen as an investigating agency and an authoritarian setting with little time for discussions that may be necessary for the satisfactory resolution of the cases. For example, while dealing with cases that are non-cognizable in nature, the police use certain standard procedures – writing of an N.C. complaint, taking preventive action on behalf of one party, making cross-complaints, taking action against both the parties and admonition of both parties. It has been observed that



such solutions do not work in the long run, and often the concerned parties return to the police station. Sometimes, neither party is willing to compromise.

The social workers must try and deal with such cases in a manner that is acceptable to both the parties. This is possible if the social workers are able to spend considerable amount of time with the parties, explain the issues involved to both parties, and offer alternatives. The services offered by the social workers may include making home visits, building relationships, providing emotional support, providing a platform for discussions, offering alternatives, giving legal aid/assistance and referrals to appropriate agencies for rehabilitation purposes. The social worker's role is to focus on the psycho-social and rehabilitative angle without interfering with the legal process.

The social worker can either directly approach the person concerned, or the case can be referred by the police, ex-clients, community agencies, or members of the public. The social worker must first listen to the problems presented by the person and depending on the client's need, render services. It may be in the form of guidance about his/her rights as a citizen vis a vis the police, information about welfare agencies, referral to collateral agencies, counseling, dispute resolution, etc.

## **TYPES OF SERVICES PROVIDED BY SOCIAL WORKERS**

- 1) Counseling of clients and family members.
- 2) Giving information and guidance about the police station, citizens' rights and welfare services available in the community.
- 3) Making home visits to give information, assess the family situation, counseling and follow-up.
- 4) Provide medical help with regard to admission to hospital and reimbursement of bills in case of extreme poverty.
- 5) Providing financial assistance in case of emergencies, extreme poverty, etc.
- 6) Referring of cases to institutions/agencies for shelter, legal aid, etc.
- 7) Legal guidance to families in criminal and family matters.



## CHAPTER - III

# WORK WITH VICTIMS OF COMMERCIAL SEXUAL EXPLOITATION

Placement of a social worker at a police station in a red-light area can help explore the role of a social worker towards the rescue and rehabilitation of women and girls in prostitution, and can lead to an increased focus on rescue operations in the area.

Victims of CSE are in a disturbed state of mind after the rescue. On being taken to the Protective Home or any other women's institutions, they find the lack of freedom in the institution difficult to live with, and the conditions depressing. Some of them turn violent, or hurl verbal abuses at the authorities concerned. At the time of the rescue operation, the police often tell them that they would be taken to their native places within a few days. After being admitted to the shelter home, they realize that repatriation may take a few months. Sometimes, their property is still with their brothel keepers or gharwalis. They may also want their friends or relatives/children to be rescued from the area. A social worker placed at the police station can deal with these issues and act as a link between the shelter home authorities and the police.

### ***Objectives***

- 1) To counsel the rescued victims regarding their future options, regarding shelter, health care, training, etc.

- 2) To inform the victims about their legal rights.
- 3) To arrange for their safe custody and travel to their native place, by liaising with the institutional authorities and police.
- 4) To arrange for recovery of property and rescue of the women/girls, children or any other relative/friend.
- 5) To give information to the police about resources/institutions, towards the rehabilitation of such persons.
- 6) To increase the focus of the police on rescue and rehabilitation.

### ***Clarification of thoughts/ideas***

When a girl/woman is brought to the police station after a rescue, she is in a confused state of mind. Her image of the police is a negative one. The brothel keepers and pimps induct wrong notions about the police and institutional authorities. The manner in which the rescue takes place makes her feel that she has been arrested, rather than rescued. Therefore, when she is asked by the police about her future plan, she is likely to say that she would go back to prostitution. At this juncture, the presence of a third party/neutral person can help remove some of her misconceptions.

The social worker should first clarify to the victims about who she is, and what her role is in the police station. She should gradually win their trust and confidence, by anticipating some of their questions and answering them in advance. If the victim is a minor, the social worker can tell her about the Juvenile Justice Act, and the relevant sections under which she has been rescued. She can be told that she would be sent before the Child Welfare Committee first, and then to some institution for the rehabilitation of neglected juveniles. She can be explained about the presence of probation officers in the rehabilitation home and their role in the rehabilitation process. In the case of an adult, the social worker can inform the victim about Protective Home, its structure, staff pattern and their role in the rehabilitation process.

Under the Immoral Traffic Prevention Act, 1956 it is mandatory for the police to produce rescued women before a magistrate within 24 hours of the rescue. The social worker can find out the legal sections under which the women or girls have been taken into custody and whether the police is abiding by the process as defined in the Act. The role of the social worker becomes crucial here, as she can discuss with the girl/woman the pros and cons of the decisions that she may take,

from the point of view of her future. If the girl/woman is willing to discuss it, the worker can also talk to her about her past – how she reached the brothel, who brought her there, her family history and background, etc.

Quite often, the girl/woman may have been brainwashed into believing that since she was bought by the brothel owner at a particular price, and she has to pay back the brothel owner by her earning & through the flesh trade. The gharwali also usually gives her loans during her crisis situation like illnesses, or family problems, on condition that she will earn and pay back the same. This becomes one of the reasons for a girl/woman to continue in the trade.

In this regard, the social worker can inform her about her basic rights as a citizen. She can explain to the girl/woman that she was in fact, duped into the profession, that selling of human beings is a heinous crime and that living off her earnings is a grave offence under the law. She can be informed that she can even file criminal charges against all those persons who brought her into this profession, and that she has a right to get back her clothes, property, jewellery, cash, children etc. from the brothel keeper.

The social worker can act as a channel of communication between the police and the institution where the girl/woman has been temporarily kept. Her presence in the police station can speed up the process of recovery of her property, rescue of her children/relatives, and arranging for escort to reach her native place. She can also keep the police informed about any progress made towards the rehabilitation of the girls/women. This in turn, can motivate the police to carry out more rescue operations, as they feel that their efforts are not going waste. Keeping in touch with the police also helps in getting data about the home situation once a girl/woman has been sent back.

The services of the social worker based at this police station can be broadly categorized in the following areas:

- a) Counseling and information giving
  - Provide moral and emotional support to the rescued woman/girl
  - Instill a belief in her that it is possible to get out of prostitution
  - Explode myths about being treated as a criminal on being rescued (as told to her by the gharwalis/managers at the brothel)

- Give information with regard to possible options for an alternative lifestyle
  - Inform her about procedures being followed and her legal rights
- b) Mobilizing police action towards rescuing her children from the brothel (after the mother has been rescued), or her relatives/friends
- c) Mobilizing police action for recovery of her property from the brothel



## CHAPTER - IV

**WORK WITH GROUPS LIVING ON  
OR  
AROUND RAILWAY STATIONS**

Another area of work could be placement of social workers at major railway stations where outstation trains arrive. A railway station is an area which draws persons for various reasons such as employment, shelter, livelihood, etc. The client group here may consist of runaway girls or women who have left their homes and are in need of a shelter. These girls/women are engaged in hawking, begging or prostitution. Some of them may be involved in the trafficking of women and children, either directly or indirectly. Cases of mentally ill girls/women are also found in these premises.

Those without supports may be pulled into exploitative activities or may stand the chance of being exploited. They may be picked up by the police under suspicion. Thus, the social worker could work with this group and prevent their further exploitation and/or criminalization.

***Objective of work in this area includes:***

- a) Preventing women and girls new to the city from establishing relationships with negative elements.

- b) Motivating those already residing at the station to move out into safer surroundings.
- c) Working towards ensuring that proper procedures are being followed while processing women and children in particular.

While working with such cases, where a person is new to the city, the social worker can make arrangements for alternative shelter on a priority basis. Having done this, issues such as the reason for coming to the city/town, and problems faced by the person can be discussed, depending on which a plan can be chalked out jointly by the worker and the person concerned.

Working with the cases which have already been on the station for a longer period requires a different approach, as they have already established networks for emotional, social or financial subsistence at the station. For this group, the idea of moving away from the station and residing elsewhere is not conceivable. As a result, the social worker should attempt to gradually motivate such persons to move out by offering support and building on her experiences outside of the station. The approach has to be that of building a strong presence in the area, through the activities and the personal presence of the worker. The idea is to present an option before them, which they may get convinced to try out after a period of sustained interaction. One may need to start an activity centre close to the station premises to create an alternate space for exploring options in a non-threatening environment.

Group sessions can be conducted for them at such a centre. It is through such sessions that the worker gets a chance to approach this group and facilitate her interaction with them. The worker needs to spend time roaming in the railway premises and nearby areas (surrounding the railway premises). Wherever possible, she can pay home visits and visit the institutions where women or girls could be admitted or have been admitted.

### ***Some observations while working with this group***

1. Some of the run-away girls may not trust the social worker, as they may have seen the station environment and have some negative experience or information about the police. But in some cases, when proof of identification is shown to them, they may try to check out the worker's intentions.
2. Some women who have escaped from any red-light area may not be ready to go to a shelter home, as they may want to immediately reach home. These women/girls may not have serious problems within the family, and may feel

that the sooner they reach home, the less complicated it would be to patch up with the family.

3. Girls who have got used to street life may not be ready to stay in closed shelters directly, but girls who have recently come to the station premises may be ready despite facing problems in the shelter home.
4. Prolonged stay in closed shelters has a negative effect on the mental balance of the women, due to the environment of the shelter home.

### ***Challenges faced***

The railway station setting may be very difficult and unstructured to work in, and may require a sustained effort to get the desired results. The catchphrase in this situation is 'get them out of the station as soon as they arrive'. The more the intervention is delayed, the more difficult it becomes later to fight factors such as presence of touts and pimps in the area (who lure the girls into prostitution, begging, addictions, etc.). Therefore, the police has a very important role to play vis-à-vis patrolling and prevention of new girls falling into anti-social rackets. They also have an important role to play in taking action against such rackets. The role of the social worker becomes very limited here. But once a woman or girl has been prevented from being lured into these rackets, the social worker can play an effective role by referring them to shelter homes, arranging for their repatriation, counseling them and building a pro-social relationship with them.

This is a very challenging group, with low attention span and which requires creative ways to keep them engaged, at least during the initial phase. The worker can try innovative ideas like taking them for a movie, outings, playing games with them, etc. Gradually, a rapport can be built, whereby the worker can then challenge their lifestyle and be firm with them if required. They can be motivated to give up street-based life and move into shelter homes. This is the most challenging phase, as they are not used to staying in the disciplined environment of shelter homes.

The worker also must deal with dropouts who relapse into street life, and must be prepared to work with them afresh. But the sustained presence of the social worker in the railway police station can have a positive effect on the impact of the intervention.





## CHAPTER - V

# CONCLUSION

Social workers can provide a range of psycho-social, preventive and/or curative services to persons approaching or being brought to the police station, thus giving them relief, timely support, emergency assistance, information and guidance and increasing their problem-solving capacities. The presence of the social worker at the police station can be of great help to the police, as they are not equipped to handle psycho-social or socio-legal problems, which invariably reach the police stations. The joint intervention of the police and social workers can lead to a better resolution of problems and may have a preventive effect on crime and law and order situations. The presence of a social worker at the police station would help citizens to access the justice system better and lead to an improvement of police-community relations.

It has been observed that non-cognizable offences many a time end up in cognizable offences over a period of time, due to the festering nature of the disputes and lack of effective and timely intervention. Prayas experiences have demonstrated that the presence of a social worker at the police station and his/her intervention can prove helpful in such matters and prevent the possibility of a cognizable offence being committed later.

It needs to be pointed out here that the cases handled by social workers require an in-depth and sustained intervention, which has not been detailed in this handbook. Each case is handled individually in keeping with an overall strategy and approach. This handbook presents a broader picture of how to work in police station settings, without going into the deeper aspects of intervention. We hope the handbook would be useful to social work educators, students of social work, police personnel and NGOs working or aspiring to work in such settings.



# ANNEXURES

## ANNEXURE - I

***Police Notice (P.N.Para) issued by the Commissioner of Police, Brihan Mumbai regarding the rehabilitation of young adult offenders released from prisons. (Originally in English)***

***Addl.C.P. Crime :***

**Sub.: Rehabilitation of young, adult offenders released from Prisons.**

1. Prayas, an organization devoted to social work in the criminal justice with the objective of reformation, rehabilitation and social work intervention has come up with a request to the Mumbai Police, regarding rehabilitation of persons arrested due to their past criminal records.
2. They have stated that once Prayas takes up the case of rehabilitation, they keep in regular touch with the concerned persons, his/her employer, family members and also take the view of the Police Station concerned into consideration. They also submit a letter to the local Police Station with the photograph of the person, informing them about their intention to rehabilitate the person and requesting for the assistance and co-operation of the Police.
3. The Officers In Charge of the Police Stations are therefore, directed to honour the letter of introduction found on such persons issued to them by Prayas and if any action is being taken against such persons, the social worker from Prayas should be informed and be given an opportunity to present their views and discuss the progress of the case. Prayas can be contacted on Tel. No. 4947156 at 9/1, B.D.D. Chawls, Worli.
4. It is hoped that this would enable the police to take better decision in respect of such persons.

(S. Chakravarty)  
For Commissioner of Police,  
Brihan Mumbai  
O.W.No. 21/Addl. C.P.(Crime)/97

To  
Officer in Charge,  
P. N. Office

## ANNEXURE - II

***Police Notice (P.N.Para) issued by the Commissioner of Police, Brihan Mumbai regarding the rescue of girls/women from redlight areas. (Originally in English)***

*Addl.C.P. Crime*

**Sub.: Rescue of girls/women from Redlight areas.**

Police often conduct rescue operation to rescue minor/major girls from red light areas. While conducting such operation the Sr. P.Is/A.Cs.P./D.Cs.P. should ensure that

- a) During rescue, recover of the personal belongings (such as clothes, jewellery, money) of the girls be made.
- b) Whilst bringing the girl to Protective Home, name of the Police Officer concerned be mentioned in the memo, so that he/she can be easily contacted by the Protective Home authorities when in need of help or information.
- c) In the absence of the Police Officer concerned, the P.R.O. of the Police Station could be made the responsible officer (for information or help) regarding cases of rescue of women and girls.
- d) Escorts may be arranged by the Police Station within a month after a requisition for the same has been made by the Protective Home.
- e) In cases, where the girl does not have any relatives of parents or when she is unwilling to go back to her family she should be reached to whosoever the Protective Home in consultation with the social worker from Prayas suggests (e.g. reception homes, state homes, individuals or N.G.Os working for the rehabilitation of prostitutes).
- f) When a major girls wants to leave Protective Home or go home alone, Protective Home can inform the Police Station concerned about the same and allow her to go. In case she does not have the money to buy her ticket, the concerned Police station should provide necessary assistance.

(S. Chakravarty)  
For Commissioner of Police,  
Brihan Mumbai  
O.W.No. 22/Addl. C.P.(Crime)/97

To  
Officer in Charge,  
P.N. Office

ANNEXURE - III

***Circular issued by the Social Service Branch, Crime Branch, Mumbai regarding the rehabilitation of young adult offenders released from Prisons (Translated into English from the original Marathi letter)***

3011, Social Service Branch, Crime Branch, C.I.O., Mumbai :- Dt. 28/9/99

**Sub.: Regarding the rehabilitation of young/adult offenders released from the prisons**

Ref.: P.N. Para No. 318/Part-3 dt. 15/01/1997

Prayas is an organization which works for the rehabilitation of persons with criminal backgrounds

When Prayas takes up a case, its representatives in order to rehabilitate the related offenders always be in contact with that person, his employers, family members and also consider closely the observations of the related Police Officers. Prayas informs the related police station about the rehabilitation of the concerned person alongwith his photograph and other details through letters and thus expects co-operation and help from the concerned police station.

Thereby, all Senior Police Inspectors of all the police stations are being ordered that if they receive letters from Prayas about a person with criminal records and if there is any action being taken against the said person, then this information should be given to the representative of Prayas. Also if the representative wants to state some views about the concerned offenders then such an opportunity should be given to them.

Address of Prayas : B.D.D. Chawl No. 9/1, Worli, Mumbai – 18  
Tel.No. : 4947156

Thus, it would be of great help in taking a proper decision about the concerned offender .

Dt. 28/9/99 Part III

- 1) Tata Institute of Social Sciences, Mumbai has created a project named 'Prayas' for the rehabilitation of persons (youth/women) of the society who are arrested for any offence. In this project, limited social workers are appointed differently for women and men. These social workers have been given Introduction letters from Mrs. Sanober Shekar, the Director of 'Prayas' project.
- 2) The guardianship of persons who are arrested or likely to be arrested by the police is taken up by 'Prayas' with the permission of the concerned person. Efforts are taken by 'Prayas' towards the rehabilitation of such offenders (youth/women). In this regard, according to Police Circular dated 12/8/91, Page No. 222, Part-III, Para No. 412, there are instructions regarding the co-operation to be extended to Tata Institute of Social Sciences, Mumbai. These instructions are regarding the problems related to women and small children.
- 3) Thus, by this Circular it is being instructed that if the social workers of Prayas having proper identity cards contact the Police Inspector through written letters mentioning the names of youth/women who have been arrested or were arrested in the past and are lodged in the police station, then the necessary information be given to these social workers within the limits of law and duty or extend the necessary co-operation to them whichever possible within the perspective of humanity. It has been informed by Prayas that without interfering in the work of the police and within the limits of law, if there is a possibility of rehabilitation of any offender, then with the permission of the concerned offender, Prayas will put in efforts to rehabilitate these offenders through providing legal aid and helping them on humanity grounds. If the offender refuses the help of Prayas, then the work being carried out with regard to that offender will be stopped by Prayas.
- 4) In case of any technical problems with regard to extending the abovementioned co-operation, then the Senior Police Inspector should immediately contact the Dy. Commissioner of Police, Crime Branch (Preventive), Crime Investigation Department, Mumbai. The officers can contact Mrs Sanober Shekar, Director or Prayas, Tata Institute of Social Sciences, Mumbai on phone number 5510400 to verify any information regarding the social workers of Prayas.

Information regarding the help extended to Prayas in the above mentioned issues should be immediately to the Dy. Commissioner of Police.

(S.S. Kemkar)  
Dy. Commissioner of Police, Crime Branch,  
(Preventive), Crime Investigation Branch,  
Mumbai

No.382/DCP, Crime Branch(Case)/91

DCP, Crime Branch (Preventive),  
CID Office, Mumbai – 400 001

23rd December, 1991

The above mentioned letter is published in Police Notice dated 21/12/91, Page No.563, Part-III of Police Para No.833.

For Dy. Commissioner of Police,  
Crime Branch,  
(Preventive), Crime Investigation Branch,  
Mumbai

To

Smt. Sanober Shekar,  
Project Director, 'Prayas',  
Tata Institute of Social Sciences,  
P.B.No. 8313, Sion-Trombay Road,  
Deonar, Mumbai – 400 088.

## ANNEXURE - IV

***Circular issued by the Crime Branch, Mumbai regarding the co-operation to be extended by the police personnel to the project initiated by colleges of social work (Translated into English from the original Marathi letter)***

12th August, 1991

Page No:- 222

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Part No:- 3

**412. Crime Branch (Preventive), Crime Investigation Department :-**

Tata Institute of Social Sciences and Nirmala Niketan, College of Social Work are two well-known institutions in Mumbai reputed in social work activities. From time to time with the help of the police, these institutions have taken up different projects/activities. Because of these projects, the students of these institutions are able to gain direct experience of social work and indirectly it also benefits the police department. Because these institutions organize meetings between the police and the general public, they also conduct workshops on personality development for the personnel of the police department and also undertake various other projects.

For e.g.

- 1) Tata Institute of Social Sciences started a syllabus for the sensitization of police officers regarding the problems of women and small children.
- 2) Nirmala Niketan conducted a Workshop on Personality Development for police officers.
- 3) Tata Institute of Social Sciences has started a Special Cell for Women at Dadar Police Station.
- 4) Rehabilitation centre for first offenders has been started at Matunga Police Station by Tata Institute of Social Sciences.
- 5) Students have been placed for fieldwork by Nirmala Niketan Institute at the Dharavi and Mahim Police Stations.

Therefore, Dy. Commissioners of Police of all areas and Senior Police Inspectors of all police stations are being informed that if the faculty members of Tata Institute of Social



Sciences and Nirmala Niketan express their desire to start a project within the jurisdiction of any zone or any police station, then the concerned Dy. Commissioner of Police or Senior Police Inspector should extend all co-operation to them in every possible way. And they should also see as to how the concerned project started by these institutions will benefit the personnel of the police department as well as the general public.

(S.S. Kemkar)  
Dy. Commissioner of Police, Crime Branch,  
(Preventive), Crime Investigation Branch,  
Mumbai



प्लेटिनम जयंती  
PLATINUM JUBILEE  
1936-2011

Prayas is a social work demonstration project of the Centre for Criminology and Justice, School of Social Work, Tata Institute of Social Sciences, established in 1990. Prayas focus is on service delivery, networking, training, research and documentation, and policy change with respect to the custodial/institutional rights and rehabilitation of socio-economically vulnerable individuals and groups. To this end, permission to visit criminal justice or custodial institutions and interact with persons detained or confined in police stations, prisons and government residential institutions in Maharashtra and Gujarat has been obtained from the Departments of Prisons and Women and Child Development, and the Judiciary.

This handbook is based on Prayas' experience of working for more than two decades in the field of criminal justice. It draws out the process and elements of initiating social work intervention in criminal justice settings towards the protection of legal rights and rehabilitation of vulnerable groups coming in contact with the CJS, as victims, offenders, custodialised populations and their families. It can help guide and support social workers, students and faculty of social work, field staff of government institutions, NGOs as well as individuals and organisations interested in initiating social work intervention in the field of criminal justice.



**PRAYAS**

9/1, B.D.D. Chawls, Worli, Mumbai 400 018.

Phones : 022 - 2494 7156 / 249 02285

Email : prayas\_1990@rediffmail.com, prayas.rnd@gmail.com

