

**SOCIETY FOR PROTECTION OF WOMEN & CHILDREN – HYDERABAD CITY
POLICE, TELANGANA**

‘BHAROSA’ - SUPPORT CENTER FOR WOMEN & CHILDREN

INTRODUCTION:

“Bharosa” –Support Center Women & Children is intended to support women affected by violence, in private and public spaces, within the family, community and at the workplace. Women facing physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race and culture will be facilitated with support and Redressal. Aggrieved women facing any kind of violence due to attempted sexual harassment, sexual assault, domestic violence, trafficking, honour related crimes, acid attacks or witch-hunting who have reached out or been referred to the Center will be provided with specialized services.

“Bharosa” –Support Center Women & Children for women in distress is being set up in the Ground Floor in HACA Bhavan, Saifabad, Hyderabad to provide integrated assistance through Police, Medical, Legal, and Prosecution Services along with Psycho therapeutic Counselling apart from relief and rehabilitation as per her requirements.

OBJECTIVES:

- (i) To provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof.
- (ii) To facilitate immediate, emergency and non-emergency access to a range of services including medical, legal, psychological and counseling support under one roof to fight against any forms of violence against women.
- (iii) To work towards a balanced society where equality between Men & Women exists by resolving Conflict in the families & society at large which helps in creating a safe city for women.

HOW IT WORKS:

- The “Bharosa” –Support Center will work on a holistic convergence approach where a victim in distress will get all the help and support at one place.
- 24/7 Help Line run by Police Department with number 100 will take the Calls related to women cases and directs these calls to “Bharosa” –Support Center where each case will be received and directed to the concerned service experts.
- Every case which comes to “Bharosa” –Support Center will be recorded by well-trained Case Workers who will interact with the victim empathetically and prepare a Case Profile, categorize each Case and guide the victim depending on the requirement of her needs.
- Preliminary enquiry about the facts of the case will be taken up with the help of the local Police, NGOs working in the field or by Women SHG groups. The report will be taken by the Case Workers over phone to enable her to guide the victim accordingly.
- Depending on the assistance required the victim will be sent to Psychological Counsellor / Legal Counsellor / Medical Officer / Temporary Shelter. These concerned personnel will take the case forward.

- If it is not an emergency and the victim intends to see an Expert, she will be sent to the Empanelled Expert in the field of Psychology / Legal / Health / Rehabilitation / Language after fixing an appointment with them.
- The environment will be made conducive for the victim and her supporters at “Bharosa” –Support Center by providing proper seating arrangements, Child Play area and refreshments.
- Every registered Case will be taken up until the victim receives Justice, relief and rehabilitation and is brought to a logical conclusion before closing the case.
- An Induction Training will be organized for the Staff of “Bharosa” –Support Center and to the different stakeholders. Refresher Trainings will also be organized for them every two months in the initial periods and later once in six months.
- A Website and Facebook page for “Bharosa” –Support Center, Hyderabad will be maintained by the concerned staff of the assigned technical organization.
- The “Bharosa” –Support Center will be registered as a **non-profit Society** under Societies Registration Act and an Executive Body along with Advisory Board will be set up involving all the Nodal Officers of Line Departments, Concerned Academic, Legal, Training Institutions and NGOs. Eminent Professionals belonging to Medical, Legal, Counselling and Rehabilitation will be on the Advisory Board.

SERVICES OFFERED:

1	Women Help Line	Receiving the calls, allocating the case to the concerned wing as per the requirement, transferring the Cases to concerned area centres.
2	Registration of Cases	Each Case will be registered and a comprehensive Case Profile will be prepared online using software by the Socio – Counsellors (Case Workers), the cases will be categorized depending on the requirements of the victim and they will be directed accordingly to different wings of Center. “Bharosa” –Support Center will provide rescue and referral services to the women affected by violence.
3	Police & Prosecution Services	The “Bharosa” –Support Center will facilitate the lodging of FIR/NCR/DIR. Police officials of the concerned area Police Stations will register the cases and also help the victim in prosecution of the culprit. They will see that safety & security is provided to the victim and victim family / supporters, and do Follow up of the case until the case reaches the concerned Court by building the Evidences required for the case.
4	Medical	Complete medical help to the victim (Both Emergency & Long Term including follow up) will be provided by the medical wing. Medical Examination room is available in “Bharosa” –Support Center. Women affected by violence would be referred to the nearest Hospital for

		further medical aid after preliminary examination at “Bharosa” –Support Center, which would be undertaken as per the guidelines and protocols developed by the Ministry of Health and Family Welfare.
5	Counselling & Therapy	Clinical counsellors will provide psycho-social counselling to the needed victim. This counselling process will give women confidence and support to address the violence or to seek justice for the violence perpetuated. Psychological Counselling & Therapy will be provided by empanelled trained Psychologists and on call Psychiatrists and therapists.
6	Legal	The Legal Officer will provide Legal Aid, Guidance, Counselling, Witness & victim support until the case is closed and victim gets justice. Analysis of Cases will be taken up by the Legal Volunteers. On call Advocates and professors of Law Colleges will help the cases which need expert advice along with National/State/District Legal Service Authority.
7	Victim Rehabilitation	Shelter (Short stay or Long stay) & Employment (Capacity Analysis, Training, Placement, and Linking with Banks for self – employment) services will be provided by linking the victim to the concerned Nodal officers of the different institutions and Government departments by the Case Workers. The temporary shelter facility to aggrieved women will be provided by referring to the empanelled NGOs. For long term shelter requirements, arrangements will be made with SwadharGreh/Short Stay Home (managed/affiliated with government/NGO).
8	Speedy Justice through Video Conferencing Facility:	To facilitate speedy and hassle free police and court proceedings the Center will provide video conferencing facility. Through this facility if the aggrieved woman wants, she can record her statement for police/ courts from the Center using audio-video electronic means as prescribed under sections 161(3), 164(1) and 275(1) of the Code of Criminal Procedure and section 231(1) in line with Order XVIII Rule 4 of the Code of Civil Procedure.

WAYS TO APPROACH BHAROSA

E-Mail : bharosahydpolice@gmail.com

Facebook : www.facebook.com/bharosahydpolice.

Twitter : @bharosahyd

Web Site : www.bharosahydpolice.org

Postal Address : BHAROSA Support Center for Women and Children,
Ground Floor, HACA Bhavan, Saifabad, Hyderabad.

Contact Number : 040-27852500

Child Helpline Number : 1098

Helpline Number : 100

Sd/-
(SWATI LAKRA)I.P.S.,
Addl. Commissioner of Police,
Crimes and SIT, Hyderabad City.
Member Secretary,
Society for protection of
Women and children,
Hyderabad city.