

STANDING ORDER NO. 383/2014

TACKLING THE PROBLEMS FACED BY STUDENTS AND OTHERS
FROM NORTH EASTERN STATES IN DELHI.

1. Indian citizens hailing from the North Eastern States are residing in metropolitan cities and major urban areas across the country for the purpose of education and employment. It has been reported time and again that they are addressed with derogatory adjectives or face discrimination in the form of targeted attacks, assault, molestation and other atrocities. This has caused considerable anguish and distress in the minds of persons from the North-Eastern States and is adversely affecting the process of national integration. It is therefore of utmost importance that this feeling of insecurity and negativity in the minds of fellow countrymen should be assuaged by an adequate and pro-active response.

2. Delhi Police has adopted Zero Tolerance Policy in this regard as quick action by the police would restore confidence not only of the victim but also of the community and send a clear message to the assailant that such behaviour would not be tolerated. If there is any complaint regarding any cognizable offence like eve-teasing, stalking or indecent/suggestive/ unacceptable SMS messages, gestures to a person from the North-Eastern States and prompt action is not taken, then a very serious view shall be taken against the concerned police officer.

3. The Addl.CsP/DCsP of the districts shall be Nodal Officers for interaction with representatives of persons belonging to the North-Eastern States residing in their respective districts.

4. An officer of the rank of Joint Commissioner of Police (preferably who has worked in North Eastern States and is conversant with their customs and culture) will be appointed as Chief Coordinator by the Commissioner of Police, Delhi from time to time to review the action taken by the Nodal Officers, who shall send their action taken reports to Chief Coordinator (Joint Commissioner of Police).

An Additional Chief Coordinator, as required from time to time, shall also be appointed by the Commissioner of Police, Delhi, to ensure cross-sectional interface.

5. **Duties of Chief Coordinator:**

- a) Coordinate the activities of Nodal Officers and advise them from time to time.
- b) Ensure that training programmes to sensitize Delhi Police personnel are organized on a regular basis.
- c) Liaise with the Resident Commissioners of North Eastern States.
- d) Ensure that the Recruitment Cell keeps the Resident Commissioners, Doordarshan, All India Radio informed about the recruitment programmes of Delhi Police.

Duties of Nodal Officers:

- (a) Nodal Officers shall hold meetings once in two months in their respective areas with the students/residents from North East States in Delhi and send minutes of meetings to the Chief Coordinator, who may put up minutes, if necessary, to CP with his comments/recommendations.
 - (b) Students and other persons from the North-East should also be called when regular meetings with R.W.A are held at the Police Station and District Level.
 - (c) Beat Officers and PCR staff deployed in areas in which there are pockets of citizens belonging to the North-East states shall be properly sensitized by the SHO of the area.
 - (d) Women from North-East may be encouraged to use the women helpline No. 1091, besides the PCR Call Centre No. 100. In all such cases, a follow up action should be taken immediately and monitored by DCP/PCR and the District Addl.CsP/DCsP. Women from the North-East may also be encouraged to seek help of Women Help Desk set up at all Police Stations across Delhi.
6. A website in the name of DELHI POLICE FOR NORTH EAST. COM (delhipolicefornortheast.com) shall be launched as soon as possible where students and employees from North-Eastern States in Delhi can log in and put forth their grievances and suggestions.
7. Nodal Officers may also actively engage with local media as well as North-Eastern News Papers and Regional Channels to disseminate our message and the efforts made by Delhi Police to win the confidence of people from the North-East States.

8. Joint CP/Training shall organize sensitization programmes for all ranks of Delhi Police during in-service training, basic courses, and promotional courses. Guest-Speakers from North East shall be invited during these programmes. Joint CP, Training shall also organize behavioural training programmes for Beat/Division officers on regular basis. During these training programmes, victims of police apathy, particularly from the North-Eastern States may be invited to interact with the trainees to give them an idea about their feelings.
9. Many persons from the North-East are unable to communicate or interact with the local police due to language barrier. To overcome this issue, five to seven representatives from each North-Eastern State, including Sikkim and Ladakh, who are fluent in English or Hindi shall be appointed by Police in consultation with the Chief Coordinator, District Heads and representatives of Students' Unions and Employee's Associations, for one year, so that they can communicate effectively on their behalf at the local Police Stations and act as interface for effective exchange of information. These representatives shall be given ID Cards as per the enclosed proforma and shall be called for all coordination meetings and shall be used for interface with the North-Eastern community living in Delhi.
10. Establishment of Special Cell for North Eastern People (SCNEP)

A Special Cell to address policing issues pertaining to the person hailing from North-Eastern part of country is set up with its office at Nanakpura, Delhi. A DCP level officer preferably from North-Eastern region will supervise the Cell.

He will work in close coordination with the concerned district Addl. CsP/DCsP and the Chief Coordinator for North East to redress policing issue affecting North-Eastern residents.

11: A Special Helpline for North Eastern People

A special Help-line (1093) for attending/accepting distress calls from the people of North Eastern Region has also become functional.

This Standing Order supersedes previous Standing Order No. 383/10 issued vide Hdqrs. No. 13301-13550/RB/PHQ, dated 25.10.2010, and 2512-2762/Record Branch PHQ, dated 31.08.2012.

(S.K. GAUTAM) JT. CP/GA
FOR COMMISSIONER OF POLICE:
DELHI.

O.B. No. 3 /RB/PHQ Dated 14/2/2014

No. 377-727 /RB/PHQ, dated Delhi, the 14/2/2014

Copy to :-

1. All Special Commissioner of Police, Delhi.
2. All Joint Commissioners of Police, Delhi.
3. All Additional Commissicners of Police, including Principal/PTC, Delhi.
4. All Deputy Commissioners of Police, District/Units, including FRRO, Delhi/New Delhi
5. S.O. to Commissioner of Police, L.A. to Commissioner of Police, Delhi.
6. Addl. DCP/IT Centre with the direction to upload the Standing Order in Intra DP Net.
7. All ACsP/Sub Division, Delhi including all ACsP in PHQ.
8. All SHOs/Delhi Police through their respective DCsP with the direction to place the Standing Order in register No. 3 Part-I of the Police Stations.
9. All Inspectors/PHQ including Reader to CP, Delhi.
10. Librarian/PHQ

**REPRESENTATIVE
OF
PERSONS FROM
NORTH-EASTERN STATES
in Delhi**

PHOTO

NAME :

LOCAL ADDRESS :

VALID UPTO :

REP. FOR STATE :

SEAL

ROBIN HIBLU, IPS
Joint Commissioner of Police

Chief Coordinator for NE Youth
& Employees in Delhi

ID MARK :

D.O.B :

SEX :

BLOOD GROUP :

DATE OF ISSUE :

SIGNATURE OF THE CARD HOLDER

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Deputy Commissioner of Police,
Police Headquarter
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Delhi Police For North East .Com

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Delhi Police Helpline

Women :-
1001 & 011-24121254

Control Room :-
100

Service Citizens :-
1001 & 1291

Inform about crime :-
7080

Presidential helpline :-
17737 (1 FREE) Fax: 086
881 8867 / 012 323 8246

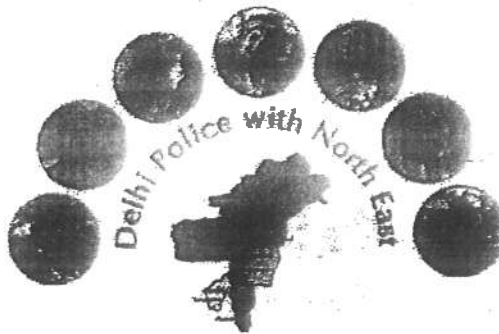
Crime Stop :-
0800 10111

Ministerial helpline :-
012 427 8282

Income tax :-
0800 007277

National Helpline :-
086-0111 573

Women abuse :-
011 642 4346



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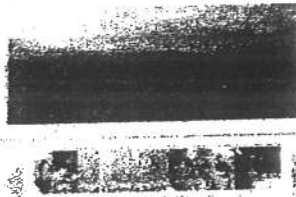
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