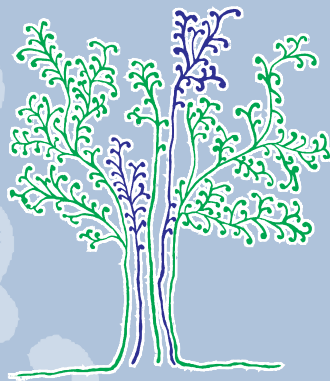


Guidelines for Dar-ul-Amans Sindh

(Shelter Homes for Women in Distress)



Social Welfare Department

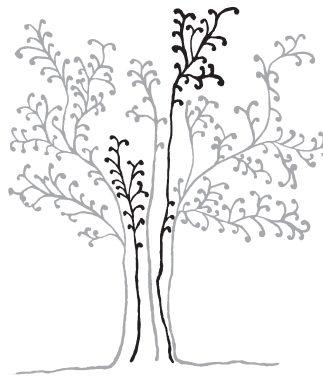


The Government of Sindh

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Guidelines for Dar-ul-Amans Sindh

(Shelter Homes for Women in Distress)



Social Welfare Department



The Government of Sindh

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NOTIFICATION

NO: SO(c-1V)SGA&CD/3-14/13:

Whereas it is expedient to provide the guidelines and standard operating procedures for improved functioning and management of Dar-ul-Amans in the province, the Government of Sindh is pleased to notify the following guidelines for the implementation by the Dar-ul-Amans in the province.

1. Guideline for the Dar-ul-Aman in the Province

1.1 Definitions

- a. **Incharge** shall mean the Assistant Director of the Dar-ul-Aman entrusted with the day to day running affairs of the Dar-ul-Aman.
- b. **“Court”** shall mean any court of competent jurisdiction within the territorial limits of the Islamic Republic of Pakistan.
- c. **“Resident”** shall mean a woman and/or her minor child admitted to the Dar-ul-Aman.
- d. **“Crises” cases** will mean women who come with injuries and need medical help, rape victims who need to be reported and sent for medico-legal examination (if not referred by court) or traumatized women who need immediate psychiatric help in case of a life threat.
- e. **Informed consent** means that the women coming to Dar-ul-Aman are given complete information about all available services and facilities.

1.2 Statement of Objectives

- a. To provide women with temporary refuge and safe haven against violence, abuse and exploitation.
- b. To facilitate women’s access to justice.
- c. To ensure that protection and services to such women is provided in a manner that recognizes and respects their right to security, liberty and dignity.



- d. To assist women in taking action for relief and redress against violence or threat of violence by state authorities, the family or other private actors.
- e. To make available rehabilitation programs for psychological, social and economic recovery and empowerment.
- f. To prevent isolation of women in distress and to enable them to maintain social contact and engagement.
- g. To support women through processes of reconciliation or negotiating conditions for rehabilitation with / within family, and to engender confidence in them by dispelling their sense of isolation.
- h. To assist women in resettlement after crisis and to establish alternative social support systems where necessary.
- i. To protect women against exploitation resulting from compromises imposed on them by taking advantage of their desperation and a feeling that no alternatives are available to them.
- j. To provide women a peaceful environment in which they can make decisions about their future and determine the appropriate course of action to secure their interests.

1.3 Guiding Principles

The following principles shall guide the working of Dar-ul-Amans for the protection and empowerment of women residents:

- a) The Constitution of Pakistan that guarantees the fundamental rights of liberty and security of person. These principles shall form the basis for all policies and practices adopted for the provision of shelter and refuge to women in distress.
- b) Internationally recognized standards and relevant treaties or instruments signed by the Government of Pakistan.
- c) The right of women seeking protection and support to be treated in accordance with law and to enjoy the full protection of the law in a manner that ensures their respect and dignity.
- d) Dar-ul-Aman shall operate as places for temporary refuge for women where they receive support and care for resolution of their problems. These must not be used as custodial institutions, nor be considered an alternative to remand home or imprisonment for women charged with the commission of an offence.



- e) There shall be no discrimination on the basis of class, caste, religion, and/or profession of the residents.
- f) The right to the freedom of movement of all women must be respected and any exceptions must be strictly in accordance with law and only in the interest of the security and protection of the resident and the institution. Any such exceptions should be clearly stipulated and communicated to the women at the time of admission.
- g) Crisis cases should be addressed on a priority basis without any undue delay.
- h) Residents' right to informed choice and voluntary consent to any actions taken on their behalf should be fully respected. Information on the guidelines and the services provided by Dar-ul-Aman must be accurately and fully conveyed to the residents in a manner and through means that ensure their full understanding of the communication.
- i) Resident should be given opportunities to participate in all decisions pertaining to their life and well being.
- j) The privacy of the residents and confidentiality of all information and records pertaining to them must be fully respected.
- k) Dar-ul-Aman must adopt appropriate systems of external oversight to ensure a level of transparency of their operations. This is necessary to safeguard women under their care from any exploitation and harm, as well as to avoid any malicious allegations which may undermine the reputation and integrity of the institution. Periodic appraisals shall be incorporated in the management system of Dar-ul-Aman. Women's Shelters to maintain the quality of services of the residents.

2. Guidelines for Staff/Management

2.1 Guidelines for Staff/Management

The policy guidelines for staff/management of Dar-ul-Aman are as under:

- 2.1.1 Apart from ensuring smooth functioning of Dar-ul-Aman the guidelines have been formulated to guarantee the protection of residents from possible mistreatment on part of service



- providers (staff and management of Dar-ul-Aman) and/or any threat from the abusers and/or their accomplices.
- 2.1.2 These guidelines shall ensure the protection of rights and dignity of the residents.
- 2.1.3 Any progress pertaining to the legal cases must be shared with the concerned resident and/or with those authorized by the resident in this regard.
- 2.1.4 In charge Dar-ul-Aman shall ensure provision of the following services to its residents either directly or through referrals:
- a) Psychological counselling and other healing practices
 - b) Medical treatment
 - c) Legal aid
 - d) Feeding/Diet
 - e) Rehabilitation
 - f) Training
 - g) Security
- 2.1.5 The in charge Dar-ul-Aman shall formulate a safety plan and provide its staff with appropriate training to deal with the residents in order to adequately safeguard the security of the staff, management, service provider/s (referral services) and the residents. The in charge Dar-ul-Aman shall be responsible to arrange for:
- a. Security through Police guards or watchmen/chowkidar
 - b. Training of the staff as per training needs assessment
 - c. Attend all trainings specially arranged for incharge Dar-ul-Aman
 - d. Professional, technical and logistics services
- 2.1.6 Residents shall not be used for publicity etc. even if it is for the image building of the Dar-ul-Aman
- 2.1.7 Social Welfare Department, Government of the Sindh shall ensure that the Incharge Dar-ul-Aman shall not hold any other additional charge or responsibility.
- 2.1.8 District Administration and the District Police shall ensure the security of staff and residents of Dar-ul-Aman through close liaison with the incharge of Dar-ul-Aman



2.2 Referral Services/Facilities

Following services required by the residents that shall be provided by the Dar-ul-Aman through referral system

2.2.1 Medical Care

- a) The Medical Superintendent of the District Head Quarter hospital or the incharge of the nearest Government Hospital shall ensure provision of medical services to the residents. They shall also provide services of a Psychologist as and when requested by the incharge.
- b) The incharge shall arrange regular visits twice a week for general check up by a lady doctor and maintain liaison with nearest government hospital and medical service providers to address the medical needs of the residents.
- c) Compulsory Medical examination with necessary lab tests of each resident shall be carried out immediately after admission to the Dar-ul-Aman.
- d) Medical record of each resident shall be maintained by the Dar-ul-Aman, which shall be handed over to the resident at the time of discharge.
- e) The doctor and incharge shall be responsible for maintaining confidentiality of the results of medical examination, which shall be carried out in private.
- f) A pharmacy, with basic medicines, shall always be at the disposal of the incharge.
- g) The incharge shall organize vaccination campaigns with the assistance of the health department
- h) In case of a pregnant resident, the incharge shall ensure pre and post natal care.
- i) In case of child birth the incharge shall make adequate arrangements for the child to be born in a Government hospital in proximity to Dar-ul-Aman.
- j) If a child is born to a resident during her stay in Dar-ul-Aman, this fact shall not be mentioned in the birth certificate of the child.

2.2.2 Psychological Support

- a) The incharge of Dar-ul-Aman shall as far as possible ensure that the psychological condition of each resident is assessed



and counselling sessions, individual and group, shall be arranged for each resident who expresses need and consent in this regard. The Medical Superintendent of the District Head Quarter shall arrange for provision of services of psychologist on the request of the incharge.

- b) In order to maintain confidentiality, the psychologist shall be provided with a private room for the counselling sessions. The information given by the residents to the psychologist, during the session, shall be kept confidential.
- c) The psychologist may refer residents to psychiatric hospital in case of mental illness.
- d) The Incharge Dar-ul-Aman shall maintain liaison with the psychiatric department of a governmental hospital in close proximity to the Dar-ul-Aman.

2.2.3 Legal Aid

- a) Legal advice and assistance shall be provided to each resident who is in need of such help and gives an informed consent, to the Incharge of the Dar-ul-Aman.
- b) Residents shall be made fully aware of the available course of action and the possible implications of opting for such a course of action with regard to pursuing their case in court.
- c) Legal Advisor shall maintain a regular liaison with the Bar Councils, judiciary, Law and Human Rights Department, Districts Government, NGOs & members of the Civil Society in order to seek help for the residents with regard to their cases.
- d) The Incharge Dar-ul-Aman shall ensure that the legal advisor clearly understands and abides by the terms of reference stated in the contract of employment between the Department of Social Welfare and the legal advisor.
- e) Legal Advisor shall provide the residents with a regular update of their cases pending before the courts.
- f) Legal Advisor may act as a mediator between resident and her family if the resident gives consent to such an initiative.
- g) If a resident is discharged from the Dar-ul-Aman while her case is pending in the court, the management of that Dar-ul-Aman shall be obliged to provide her with all the original documents pertaining to her case.



- h) The District Public Prosecutor shall extend necessary support and assistance to the incharge for provision of legal services to the residents.

2.2.4 Security Services

- a) Dar-ul-Aman Incharge shall ensure regular contact with the Station House Officer (SHO) of the nearest Police Station.
- b) The District Administration shall ensure that each Dar-ul-Aman is provided security by the area Police for round the clock safety of the staff and residents of the Dar-ul-Aman.
- c) The Incharge shall ensure privacy of the residents and the Police Constable shall not be allowed to enter into the residential area except in case of an emergency.
- d) Unless accompanied by a woman officer, no male member of the staff shall be allowed to enter those areas of the Dar-ul-Aman which shall be reserved for the residents.
- e) The Incharge Dar-ul-Aman shall also make appropriate security arrangements, in liaison with the SHO of the nearest Police Station, for residents who attend court hearings, especially in cases where danger is apprehended. Close circuit cameras shall be installed with backup storage if possible within the available resources.

2.2.5 Vocational Trainings

Dar-ul-Aman Incharge shall liaise with STEVTA and other vocational training institutes and shall make arrangements for vocational training sessions to be conducted within the premises of the Dar-ul-Aman in order to facilitate the rehabilitation process of the residents.

2.2.6 Rehabilitation (Social and Economic)

Dar-ul-Aman staff should be facilitated by the Social Welfare Department in terms of building linkages and networking with other concerned department as well as organizations working on different vocational skills, economic empowerment etc. to support residents in rehabilitation and reintegration.



2.2.7 Other Facilities and Services

- a) All communal areas at the Dar-ul-Aman shall be freely accessible to all Residents at all times without any restriction unless necessitated by repair or maintenance work.
- b) The Incharge shall ensure that a strict hygiene routine is followed by all Residents in respect of all communal areas. To ensure compliance, clearly marked waste disposal bins will be provided which are cleared and/or cleaned at least once a day.
- c) The Incharge shall ensure that leisure rooms are equipped with at least one Television maintained in good working order, books, newspapers, board/card games for free use by the Residents.
- d) All rooms shall have hygienic conditions.
- e) Resident shall be provided with balanced meals at least three times a day according to prescribed scale/schedules. Meals must consist of 2250 kcal per person which shall be provided through a balanced diet consistency of meat or vegetables/lentils and fruit.
- f) Provision for drinking water at appropriate temperature shall be made at all meal times.
- g) Resident and/or child of resident shall be provided with clothing items if the resident and/or child of resident do not own appropriate clothing.
- h) Clothing under this clause for the purposes of this sub-rule means shalwar kameez, dupatta, shoes, socks, undergarments, slippers and appropriate items for the winter season i.e. shawl, sweater etc.
- i) The Incharge shall also ensure provision for a safe to be available for storing cash and/or jewelry belongs to a resident. Such items shall be stored on request against a receipt of items/cash. Personal belongings kept in the Dar-ul-Aman safe shall be returned to the resident upon departure from the Dar-ul-Aman against receipt.
- j) The Incharge shall maintain appropriate transportation which shall be resumed for use of residents and Staff of Dar-ul-Aman only for official purposes.
- k) In the event that a resident needs to go outside the premises of the Dar-ul-Aman for medical care appearance before a court, they shall be provided with transport maintained for this purpose.



- l) If considered appropriate by the Incharge of the Dar-ul-Aman, a resident shall be accompanied by a woman constable who shall be asked to escort the resident.
- m) The Incharge shall maintain a first aid facility for residents.

2.3 Working days and hours

- 2.3.1 The Incharge must depute, following a rotation scheme, a Naib Qasid, a security guard and a driver, to be present on off-days and also during hours outside the working hours in order to ensure a continuous presence and security. The arrangements shall be in addition to provision of security guards.
- 2.3.2 Incharge and the Assistant Incharge shall be required to make regular, unannounced, visits to the Dar-ul-Aman during nights and public holidays in order to assess the functioning of the institution. They should moreover be accessible at any time when the residents are in need of special assistance.

2.4 Attitude and Interaction with Residents

All residents shall be treated with due respect of their inherent dignity and value as human beings. This respect for dignity and rights should reflect in the attitude of the Dar-ul-Aman staff during their interaction with the residents.

2.5 Breach of Code of Conduct of Dar-ul-Aman

- 2.5.1 Corruption; threat; emotional, verbal or physical abuse; forced labour; prostitution; forced or imposed decisions; retention of residents' personal property (including money) and violation of a resident's privacy shall be considered as misconduct and the Social Welfare Department shall be justified in taking appropriate action in this regard.
- 2.5.2 Disciplinary action can also be taken by the Department of Social Welfare, Government of the Sindh against the incharge or staff of Dar-ul-Aman with regard to any alleged misconduct that is brought to the notice of the department.



- 2.5.3 Immediate action will be taken against staff, referral services providers, consultants and volunteers working with resident women found guilty of abusing their power.

2.6 Dealing with Residents

The following are the guidelines that need to be followed while dealing with residents:

- 2.6.1 Consent will be called an informed consent only when:
 - a) All information is conveyed the resident.
 - b) All possible advantages and disadvantages of a decision are discussed with the resident.
 - c) It is given without any stress, pressure or coercion.
 - d) The resident is in a safe and comfortable place.
- 2.6.2 Consent shall be taken in writing and verbal consent would only be adequate in situations where there is no legal requirement or documentation required to provide a particular service to the resident.
- 2.6.3 Confidentiality of the resident is to be maintained, thus names addresses or any other identifying information about the resident or the family must not be discussed within the Dar-ul-Aman, other institutions and media.
- 2.6.4 Decision as to which information, pertaining to the resident, can be shared and with whom shall only be taken after consultation with the resident.
- 2.6.5 The resident shall never be used to advance the interest of the Dar-ul-Aman or any service provider. Using residents in such a manner would be considered as exploitation and would make the offender liable to appropriate legal action.
- 2.6.6 Confidentiality of the residents must be maintained through strict control over the records of the resident. Records shall be accessible only to the concerned staff of the Dar-ul-Aman and those who have been authorized by the resident in this regard.
- 2.6.7 Residents shall have a free and easy access to their record(s)/files.
- 2.6.8 Only those persons with relevant expertise shall address the needs of the resident.



- 2.6.9 The resident shall be provided with all/full information pertaining to her case (legal, medical, psychiatric) and no information shall be withheld from the resident.
- 2.6.10 Decision of the resident(s) shall not be influenced in any way.
- 2.6.11 All residents and their families shall be informed about these Guidelines as of right so that they know their rights and obligations by using an audio cassette or reading them their rights.
- 2.6.12 In case of adult residents, the consent of the resident should be taken as final.
- 2.6.13 In case of a child resident, the decision in the best interest of child shall be taken by the Dar-ul-Aman. In cases where the 'best interest of the survivor' is in dispute, the decision must be taken through clearly defined steps and in consultation with other service providers and the Advisory Committee.
- 2.6.14 Residents shall be provided private, secure, and comfortable atmosphere to discuss their situation and to identify possible options for future course of action.
- 2.6.15 Room allocation for residents shall be carried out after dividing the residents in groups residents who are single and residents with children.
- 2.6.16 Children must have appropriate dietary arrangements, facility for education and space for leisure activities and entertainment.

2.7 Rights of Residents

The residents shall enjoy the following rights at the Dar-ul-Aman:

- 2.7.1 All residents shall have equal access to all facilities of the Dar-ul-Aman including medical checkup, food, bedding, clothing, awareness sessions, vocational training, psychological and legal support and all other facilities made available by the Dar-ul-Aman from time to time.
- 2.7.2 All residents shall have access to public areas within the Dar-ul-Aman. Residents (except court cases) shall be entitled to leave the premises of the Dar-ul-Aman between 8 a.m. and 3.p.m., upon application to the Incharge, Dar-ul-Aman, declaring that Dar-ul-Aman shall not be responsible for the safety of the resident while the resident is outside the Dar-ul-Aman. Permission on an application to leave the premises



- under this sub-rule shall not be withheld by the Incharge unless there are reasonable grounds to do so. Resident will have to fill in the consent form for short leave.
- 2.7.3 Cases referred by the Court shall be dealt with strict caution and permission to leave the premises shall only be granted in case of emergency. Incharge shall ensure that such cases are provided with proper security before they leave the Dar-ul-Aman premises.
- 2.7.4 Every resident shall enjoy freedom of choice and decision regarding anything that concerns the resident's person. However, in cases where the residents have been referred by the Court, Incharge Dar-ul-Aman shall be allowed to curtail the freedom of movement of the said resident.
- 2.7.5 Except court cases, Residents shall be entitled to receive visitors twice a week under arrangements made at least a day in advance of such meeting. All visitors shall sign the visitors register and shall be subject to security checks of their person, identity and any materials brought within the Dar-ul-Aman. Consent to a meeting shall be given to every meeting by the resident in writing on a prescribed form excluding court cases.
- 2.7.6 Residents shall have access to telephone facilities, however, usage of mobile phones shall not be allowed. Residents shall be provided with facilities to send and receive correspondence through post and/or courier. Dar-ul-Aman shall observe and respect the privacy of all correspondence/communication of the residents.
- 2.7.7 Residents shall be entitled to make complaints/suggestions/requests about any matter concerning their personal or communal environment. In case of a request made by a resident the Incharge shall ensure that all efforts are made to entertain reasonable requests having regards to available resources.
- 2.7.8 All matters which residents wish to communicate under this sub-rule shall be so communicated in writing and addressed to the Incharge, Dar-ul-Aman.
- 2.7.9 In case a complaint is raised by any Resident against the Incharge, Dar-ul-Aman, such complaint shall be addressed to the Director General, Social Welfare Department, Government of the Sindh who shall ensure that the complaint is properly investigated and that appropriate action is taken, if necessary.



- 2.7.10 All Residents shall be entitled to and shall be allowed free access, during office hours, to any record, detail or information stored by the Dar-ul-Aman, pertaining to the resident, in any form whatsoever, including information kept electronically and shall be provided with copies of any such record on request.
- 2.7.11 Any Resident who may be required to be present before the Police for the purpose of any investigation, court appearance or in connection with any other judicial proceeding shall be given in to the custody of the Police subject to receipt of a notice and/or warrant in writing expressly requiring the presence of such resident provided the relevant police party consists of at least one female police officers.
- 2.7.12 The Incharge shall ensure that all local emergency phone numbers including but not limited to police, fire brigade, medical rescue, to be displayed in all communal places within the Dar-ul-Aman.

3. Standard Operating Procedures

The following SOPs shall be followed to ensure the facilities to the residents in order to meet their specific needs and improve the quality of services offered at the Dar-ul-Aman

3.1 Admission Procedures

- 3.1.1 Any woman in distress who is referred to the Dar-ul-Aman through a Court, Non Government Organization (NGO) or on her own will shall be eligible to reside in the Dar-ul-Aman.
- 3.1.2 Any woman victim of any form or threat of violence including physical, psychological and sexual violence, as well as any woman facing life threats, is eligible to reside in Dar-ul-Aman if she gives her consent¹. For minors, child custody will be taken by Dar-ul-Aman through court.
- 3.1.3 Resident taking refuge in Dar-ul-Aman accompanied by their children² will be entitled to keep them in the institution.

¹ For minors, child custody should be taken by the Dar-ul-Aman through guardian court.

² Boys above the age of 10 will not be able to reside at the Dar-ul-Aman.



However, boys above the age of 10 will not be allowed to reside at the Dar-ul-Aman.

- 3.1.4 The Dar-ul-Aman shall clearly state the criteria for admission as well as requirements for grant of admission.
- 3.1.5 Non Muslim clients shall be treated without discrimination.
- 3.1.6 Incharge Dar-ul-Aman shall ensure that an admission form is completed and signed by each and every resident without any coercion and pressure.
- 3.1.7 The Incharge shall also ensure that each resident understands the guidelines before she signs the admission form and gives an informed consent to abide by these guidelines.
- 3.1.8 The Incharge Dar-ul-Aman shall not be liable in any criminal or civil proceedings pertaining to awarding admission to a resident in good faith.
- 3.1.9 Women can be admitted to the Dar-ul-Aman at any time of day and night by the Incharge or in her absence by the Assistant Incharge during working hours and by any staff member on duty in case of an admission outside working hours. A set of admission forms must be provided by the Incharge/Assistant Incharge to the person on duty in case of duty outside working hours and on off-days.
- 3.1.10 In case any woman does not fulfil the above-mentioned criteria and/or suffers from any severe disease or psychiatric disorder and/or is liable to endanger³ other residents may not be admitted. The decision for the women who are not in possession of a court referral to stay in Dar-ul-Aman shall be made within 3 days by the In charge, after consulting the legal advisor, the doctor and the psychologist of Dar-ul-Aman. The applicant may be sent to the Area Magistrate in order to obtain a court referral. However, should the Court or the Incharge decide that a woman is not eligible to reside in Dar-ul-Aman, she would be, at short notice, referred to another appropriate social welfare institution available in the province of Sindh.

3.2 Duration of Stay

- 3.2.1 Except court cases, the duration of stay, for a resident, at the Dar-ul-Aman shall be limited to three months.

³ Refusals need to be accompanied by a medical certificate done by a doctor of Government Hospital.



- 3.2.2 The period specified in 2.2.1 above would be extendable for three months after a recommendation by the Advisory Committee. The Advisory Committee shall make its recommendations after having regard to the particular residents' circumstances including but not limited to their age, background and general medical health etc.
- 3.2.3 Further extensions shall only be made after getting approval from the Secretary, Social Welfare Department.
- 3.2.4 This will not be applicable to court cases.

3.3 Compliance with Internal Rules of Dar-ul-Aman

- 3.3.1 Every resident shall upon admission to the Dar-ul-Aman be provided by the Incharge or someone acting on behalf of the Incharge, with both written and oral information and guidance about the Rules and Regulations of the Dar-ul-Aman.
- 3.3.2 Every resident shall follow the Rules provided to them under these guidelines. Use of audio cassettes will help the illiterate residents to know about their rights and responsibilities.

3.4 Activities for Residents

All activities at the Dar-ul-Aman for residents shall be provided/ facilitated free of cost.

3.5 Educational, Religious and Vocational Training

- 2.5.1 All residents shall be provided with opportunities to attend educational, religious and vocational trainings.
- 2.5.2 The Dar-ul-Aman Incharge shall subscribe to selected magazines/ newspapers and shall purchase selected books that would be of interest to the residents.

3.6 Awareness Sessions

The Incharge shall conduct basic health, hygiene, as well as legal education sessions at the Dar-ul-Aman at least four times a month. The Incharge shall ensure that the residents are provided with relevant materials in the form of brochures, visual displays, discussions etc. These training sessions shall be provided to any



resident who expresses a desire to improve her knowledge on the aforementioned issues.

3.7 Socio-educative Activities for the Children

According to their age, each child residing with his/her mother in Dar-ul-Aman shall be awarded the opportunity to get educated and take part in collective socio-educative activities. Educated women from amongst the residents shall also be encouraged to teach other women and children.

3.8 Recreational Activities

3.9.1 Recreational activities inside the Dar-ul-Aman shall be organized for the residents on a regular basis.

3.8.2 The special occasions such as Eid, Christmas, Ashura, etc, shall be observed and celebrated. Non-Muslims should be allowed to observe their religious practices and there should also be provision of celebrating their religious and other ceremonies.

3.9 Income generating Activities

3.9.1 Residents shall be given information on income generating activities and availability of jobs.

3.9.2 The Incharge shall ensure adequate opportunities for display and sale of products made by the residents⁴.

3.10 Discharge of residents

3.10.1 The resident may decide, at any time, to leave the Dar-ul-Aman. However, she shall be required to sign a discharge slip before she leaves the Dar-ul-Aman premises. If the resident is someone who had been sent by a court then she shall seek permission from the concerned court in addition to signing the discharge slip in order to be allowed to leave the Dar-ul-Aman.

⁴ The money collected from the selling of the products made by each resident will be given to the resident.



4. Organizational Structure and Management

4.1 Advisory Committee

- 4.1.1 There shall be regular monitoring of Dar-ul-Amans and the services it provides by an Advisory committee notified by the secretary, Social Welfare Department, Government of the Sindh.
- 4.1.2. The Advisory Committee to ensure that the Dar-ul-Aman is administered in accordance with the existing guidelines. A monitoring committee can be formed from amongst the members of the Advisory Committee in order to regularly monitor the performance of the Dar-ul-Aman.
- 4.1.3 The membership including Chairperson and the Secretary of the Advisory Committee shall not exceed ten members. The tenure of Advisory Body shall be for two years.
- 4.1.4 All members shall have a right to vote in the meetings of the Advisory Committee.

4.2 Selection/Nomination/Notification

- 4.2.1 No person shall be nominated in more than one Advisory Committee at a time. However, this condition shall not apply to nomination of a co-opted member for a fixed period.
- 4.2.2 The selection/nomination and notification of the Advisory Committee of each Dar-ul-Aman shall be made by the Provincial coordinator, Social Welfare Department on the recommendations of the District Officer, Social Welfare of concerned district.

4.3 Membership of the Advisory Committee

- 4.3.1 The Incharge shall be the secretary of the Advisory Committee.
- 4.3.2 The members of the Advisory Committee shall include the following:
 - a) Wife of Deputy Commissioner or Retired Senior Officer of Social Welfare Department who shall be the Chairperson.



- b) Two prominent Social Workers preferably from NGO's.
 - c) Two representatives of line Departments e.g. Police & Education.
 - d) Medical Superintendent of District Headquarter Hospital or his/her representative.
 - e) Representative of District Bar Association.
 - f) Two prominent Industrialists/ Agriculturalists/ Philanthropists or members of Local Chamber of Commerce.
- 4.3.3. The committee shall select a Vice Chairperson from among its members through a majority vote who shall act as Chairperson in the absence of the chairperson.

4.4 Functions of the Advisory Committee

The Advisory Committee shall perform the following functions:

- 4.4.1 Advise in the working and monitoring of the Dar-ul-Aman.
- 4.4.2 Oversee the admission process.
- 4.4.3 Monitor and motivate the Incharge and staff to further improve the quality of service being offered to the residents.
- 4.4.4 Mobilize additional resources from donations/private sources, to support and improve the facilities available to the residents.
- 4.4.5 Advise and guide the Incharge in settling any disputes/complaint by the residents and also offer assistance in resolving disputes between residents or between the management and the residents.
- 4.4.6 Provide support to the Incharge to organize and observe national days and other functions being held at the Dar-ul-Aman.
- 4.4.7 Develop a positive image of the Dar-ul-Aman.
- 4.4.8 Assist the management of the Dar-ul-Aman in strengthening liaisons with other service providers so that the referral network is strengthened and other services being provided at the Dar-ul-Aman are also monitored.
- 4.4.9 To help Darulaman Incharge in fund raising and oversight of financial matters.
- 4.4.10 Portray a balanced image of the shelter as an appropriate place for refuge
- 4.4.11 Refer survivors to Darul Amans



4.5 Powers of the Advisory Committee

The Advisory Committee shall:

- 4.5.1 Work in Advisory capacity for the Management of Dar-ul-Aman.
- 4.5.2 Be authorized to offer advice, make observations pertaining to the smooth and effective functioning of the Dar-ul-Amans.
- 4.5.3 Have full control over the utilization of funds collected by the Committee through its own efforts.
- 4.5.4 Be authorized to open a bank account and operate it with the joint signatures of the Chairperson and the Incharge of the Dar-ul-Aman.
- 4.5.5 Assist the Incharge in devising training/learning/rehabilitation/post discharge programme and employment plans for the residents.
- 4.5.6 Arrange equipment/machines, soft loans and other such articles which may help the residents in their ultimate employment and rehabilitation.
- 4.5.7 Ensure that an annual report is made about the number of residents, inventory, donations/income and expenditures.
- 4.5.8 Maintain case studies of the residents, with utmost confidentiality, and keep a track of their rehabilitation process for at least two years.
- 4.5.9 Ensure provision of other services whether they are legal, medical or financial.
- 4.5.10 Monitor the health of the residents and ensure that a clean environment is maintained at the Dar-ul-Aman.
- 4.5.11 The comments of the Committee shall be reflected in the annual report of the Incharge to maintain check and balance.

4.6 Tenure of the Advisory Committee

- 4.6.1 The tenure of the Advisory Committee shall be two years.
- 4.6.2 Until the new Committee is nominated the existing Committee shall continue working to ensure smooth work and easy transition.

4.7 Powers of the Chairperson

The Chairperson shall have the power to:



- a) Preside over all the meetings of the Advisory Committee and to ensure that the minutes of the meeting are properly recorded and circulated among the members.
- b) Accord anticipatory approval of incurring expenditures of up to Rs. 5000/- out of Advisory Committees account.
- c) Jointly sign, along with the secretary of the Committee, all cheques and deposits of the bank accounts of the Committee.
- d) Convene general and emergency meetings.

4.8 Meeting of the Committee

- 4.8.1 The meeting of the Committee shall be convened on the direction of the Chairperson/Secretary of the Committee.
- 4.8.2 At least one meeting would be held every month.
- 4.8.3 A prior notice of at least one week shall be mandatory for convening a meeting.
- 4.8.4 A minimum notice of 24 hours shall be given before an emergency meeting is convened,
- 4.8.5 The quorum of meeting shall be 1/3rd of the total membership.
- 4.8.6 All the proceedings of the Committee meetings shall be properly recorded and the minutes be submitted to the Secretary social welfare, Department of Social Welfare, Government of the Sindh, Department of Social Welfare, Government of the Sindh, who shall monitor the working/achievement of the Committee within his area of jurisdiction and report to the higher authorities.
- 4.8.7 In the absence of the chairperson any two members may call a meeting of the Committee if needed.

4.9 Disqualification from Membership

- 4.9.1 Any member who remains absent from three consecutive meetings of the Committee shall cease to be a member of the Committee and Secretary, Social Welfare, Sindh shall notify the replacement at District or provincial Level. Any member who acts in a manner prejudicial to the interest of the Dar-ul-Aman shall be removed from the membership of the Committee.
- 4.9.2 Office bearer of a political party shall not be a member of the Committee



4.10 Mode of Decision Making

All decisions of the Committee shall be taken in the following manner:

- 4.10.1 The Committee shall take decisions after a majority vote.
- 4.10.3 In case of equal votes, the Chairperson shall have the decisive vote.
- 4.10.3 In case of serious differences of opinion, not being resolved at the Committee level, the matter shall be recorded in the minutes of the meeting and referred to the Secretary, Social Welfare, Sindh whose decision shall be final.

4.11 Records and Documentation

Each Dar-ul-Aman shall maintain a proper record pertaining to the admission and discharge of each resident. Record will be kept in soft with complete data including picture of resident/child at the time of admission.

- 4.11.1 An application for admission must state
 - a) The name, age and residence of the applicant
 - b) The reason for seeking shelter
 - c) Free and voluntary consent to reside in the shelter
 - d) Willingness to abide by the rules of the shelter
 - e) Whether there is any criminal case registered against the applicant or is she required for investigation in any such case,
 - f) Information on any pending civil or criminal litigation and whether legal aid is required:
 - g) Name and age of minor children accompanying the applicant along with a statement exonerating the institution from any responsibility except the provision of facilities.
 - h) Applicants must put their thumb impression on the application even if they have signed the same.

4.12 Training of staff

- 4.12.1 The Social Welfare Department, Government of the Sindh shall ensure training of the staff of Dar-ul-Amans through



regular training sessions in order to ensure a continuous improvement in the quality of services. Staff of Dar-ul-Amans shall also be encouraged to identify their training needs through periodic appraisals.

- 4.12.2 The Incharge of each Dar-ul-Aman shall ensure that the staff members actively attend regular training sessions on:
- a) Gender issues, legal literacy family laws, psychological distress, Sensitization: domestic violence,
 - b) Team management, financial and administrative management, technical and vocational skills.
- 4.12.3 The training sessions shall be carried out by, private or public, certified institutes. During and after these sessions, the progress of the Dar-ul-Aman staff shall be assessed through a clearly laid down assessment criteria which shall be provided to the Incharge of the Dar-ul-Aman beforehand.
- 4.12.4 Specific training sessions on the implementation of these guidelines shall be organised for the Incharges of all Dar-ul-Amans in the province of Sindh. The Incharge shall share the information, provided during these training sessions, with other staff members of the Dar-ul-Aman.

4.13. General

- 4.13.1 The Provincial Coordinator, Social Welfare Department, Government of Pakistan shall have powers to dissolve any Advisory Committee at District and Provincial level respectively, if any fiscal misappropriation is established or credible complaint, in writing, is forwarded in this regard.
- 4.13.2 The Provincial Coordinator, Social Welfare Department, Government of the Sindh shall depute an officer to look into any written complaint; however, the final decision would be taken by the Director General, Social Welfare Department.
- 4.13.3 In case the advice of the Committee is ignored by the Incharge of Dar-ul-Aman, such matters shall be compulsorily referred to Provincial Coordinator, Department of Social Welfare, Government of the Sindh.
- 4.13.4 All information as to the name, address, age, contact, identity, education and work experience etc. of the committee members shall be maintained by the Social Welfare Department, Government of the Sindh.



4.14 Minimum Standards

- a) Security for building and residents shall be ensured at all times
- b) Availability of office vehicle shall be ensured at all times.
- c) Training on Standard Operating Procedures and case management Shall be ensured for staff of Dar-ul-amans.
- d) Dar-ul-Aman shall be adequately linked to the nearest District Headquarters Hospital so that the residents are provided medical services without any delay.
- e) There should be free medical facility for clients in the linked hospital.
- f) Weekly visit of doctor shall be arranged for OPD in Darulaman.
- g) Linked Gov. Hospital should provide the facility of conducting medical examination and necessary tests at the time of the admission. The results of the tests shall not be used against the resident in any way.
- h) Recreational activities shall be regularly arranged for the residents

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Annexure

The job descriptions of Dar-ul-Aman staff and service providers are given as under

1. Incharge (Female)

Reporting officer: Director Planning as Project Director

The Incharge shall reside within the premises of the Dar-ul-Aman. She shall be responsible for the overall management supervision and ethics of the staff and the residents.

As Administrative head of the Dar-ul-Aman, the Incharge shall be responsible for the following:

- a) Management and supervision of the staff and residents of Dar-ul-Aman.
- b) Coordination with the Dar-ul-Aman's staff members, other public institutions, consultants, women organizations and volunteers.
- c) Ensure compliance, on part of the staff and residents. with the rules and regulations of the Dar-ul-Aman.
- d) Devise rehabilitation programme for residents through guidance. counselling, trainings, job-placement and marriage
- e) Ensure confidentiality and update the case history/files of the residents.
- f) Consult the Advisory Committee in order to introduce measures to improve the facilities being offered to the resident.
- g) Act as Secretary of the Advisory Committee
Submit a monthly report to the Provincial coordinator; Social Welfare Department regarding the physical and financial aspects on the prescribed format The report shall include. Date & time of admission and discharge of the residents with their full names It should also include the number of residents in the Dar-ul-Aman at the time of reporting
- h) Maintain liaison with the relevant institutions in case of misbehaviour, threat to staff and/or residents and any other incident concerning security.
- i) Endeavour to improve public's perception in relation to the



need and importance of Dar-ul-Aman and the respect and dignity of women residents.

2. Warden/Assistant Incharge (Female)

Reporting officer: Incharge DuA

The Warden/Assistant Incharge shall be a full-time employee of the Dar-ul-Aman and shall be responsible for the following:

- a) Maintenance and updating of residents files including health, legal and personal record,
- b) Maintain a record of the weekly progress of the residents in their respective files
- c) Monitor and ensure resident's compliance with the in-house rules of Dar-ul-Aman.
- d) Supervise and manage the support staff of Dar-ul-Aman,
- e) Distribution and maintenance of stock for items of personal use (e.g. toiletries etc).
- f) Identify needs of residents and make appropriate arrangements to facilitate those needs
- g) Implement and supervise daily timetable of activities and liaise with other members of the staff permanent and/or visiting, to arrange appointments for the residents to attain their services,
- h) In the interest of residents and to facilitate the better functioning of the Dar-ul-Aman, the Warden shall also perform other duties, if and when, assigned by the incharge.

3. Psychologist/Counsellor (Female)

Reporting officer: Incharge DuA

Psychologist/Counsellor shall be responsible for the following:

- a) Conduct counselling sessions with the residents at least twice a week and/or whenever required
- b) Continuously assess and analyze psychological therapy needs of women residents.
- c) Conduct different Therapeutic groups (group counselling) with residents whenever required by the Dar-ul-Aman.
- d) Provide individual Dar-ul-Aman counselling to the residents



and liaise with the Assistant Incharge to give an appointment in this regard

- e) Conduct debriefings for Dar-ul-Aman staff, in private and group sessions, whenever required
- f) Write and maintain psychological profile on the status and condition of each resident in need of counseling.
- g) Share the written psychological profile with the Incharge and Assistant Incharge of Dar-ul-Aman on weekly basis
- h) Monitor the overall progress of residents.
- i) Submit a monthly report to the Appointing Authority and the Incharge Dar-ul-Aman identifying the areas of concern and suggest, possible measures that could be taken to overcome these issues and improve the quality of service

4. Legal Advisors

Legal Advisor shall work as the head of the legal team that would represent the residents in court The Legal Advisor shall be responsible for the following:

- a) Conduct twice a week, legal awareness sessions with the residents.
- b) Liaise with the Assistant Incharge to give an appointment to the residents who wish to see the Legal Officer in person and discuss the progress of their case
- c) Take instructions from the residents, while ensuring confidentiality and share the same with the panel of lawyers, if any, working on the resident's case,
- d) Provide information to the residents with regard to possible impacts of any legal action in order to help them come to an informed decision,
Take the resident's, on whose behalf a case is to be pleaded in court, signature/thumb print on case plaint and related documents. Signature/thumb print shall be taken in presence of Dar-ul-Aman's Incharge and/or Warden.
- e) If required, accompany residents to the court proceedings.
- f) Maintain records of all lawyers on the panel and update residents' files including legal documents,
- g) Provide a copy of the case file to the concerned resident and Incharge / Warden of Dar-ul-Aman



- h) Ensure effective coordination between the panel of lawyers, the concerned resident and the Incharge/warden of Dar-ul-Aman
- i) Monitor the overall progress of each case.
- j) Regularly update the residents with any progress to ensure that the residents have full knowledge of their case.
- D) Submit a monthly report, stating the progress and future course of action that would be taken with regard to each case, to the incharge of Dar-ul-Aman.

5. Accountant/Assistant

Reporting officer: Incharge Dar-ul-Aman

The Accountant/Assistant shall be responsible for the following:

- a) Issue money to purchase items for the functioning of the Dar-ul-Aman
- b) Money shall only be issued after getting the written approval of the Incharge of Dar-ul-Aman on a requisition forwarded by the Accountant/Assistant
- c) Maintain accounts and financial books of Dar-ul-Aman and regularly update the accounting ledgers
- d) Prepare and maintain a record of wages awarded to the employees of Dar-ul-Aman.
- e) Advise the management with regard to any significant changes or new activities that would require revision of the budget
- f) Submit a financial summary, after every month, to the incharge and the district officer social welfare concerned.
- g) Maintain a record of all the office correspondence with regard to the Accounts of the Dar-ul-Aman,
- h) Administer and document the food and other stocks of Dar-ul-Aman and liaise with the Assistant Incharge in this regard

6. Security Guard (Chowkidar)

A full time security guard shall be appointed for security of staff and residents.



Reporting officer: Incharge Dar-ul-Aman

The security guard (chowkidar) shall be responsible for the following:

- a) To register the visitors and inform concerned staff about the visitors
- b) Any other duty assigned by the Incharge/Assistant Incharge.
- c) Ensure that a sense of security prevails amongst the residents and staff of Dar-ul-Aman.

7. Naib-Qasid

Reporting officer: Incharge Dar-ul-Aman Naib-Qasid shall be responsible for the following:

- a) Do out door activities and other work assigned by Dar-ul-Aman staff.
- b) Enna grocery and daily use items from the market.
- c) Accompany resident women outside Dar-ul-Aman, if the resident so desires, after ensuring that an approval has been sought from the Incharge or Assistant Incharge (in case of Incharges absence) of Dar-ul-Aman.
- d) Ensure proper maintenance of the Dar-ul-Aman building and office equipment.
- e) Any other duty assigned by the Incharge/Assistant Incharge

8. Sweeper (Female)

Reporting officer: Incharge Dar-uI-Aman

Sweeper shall be responsible for the following

- a) Daily cleaning of the Dar-ul-Aman premises,
- b) Daily disposal of the garbage container,
- c) Any other duty assigned by the Incharge/Assistant Incharge.
- d) Ensure that equipments such as brooms, trash canes, large and small plastic bags, soap, towels & buckets etc are clean and properly maintained.



9. Driver (Male)

Reporting officer: Incharge Dar-ul-Aman

The driver shall be responsible for the following.

- a) Maintain office vehicle
- b) Facilitate staff in performing their outdoor duties.
- c) Facilitate legal officer for court cases

Darulaman Staff shall be facilitated by Social Welfare Department in terms of building linkages and networking with other departments and organizations working for developing vocational skills, economic empowerment, etc. to support the residents in rehabilitation and reintegration.

Chief Secretary Sindh

NO:SO(C-IV)SGA&CD/3-14/13: Karachi, dated the 7th of October 2013.

Copy is forwarded for information and necessary action to:-

- Additional Chief Secretary (All), Government of Sindh, Karachi
- Principle Secretary to Governor Sindh
- Principle Secretary to Chief Minister Sindh
- Chairman/members of the committee
- Administrative Secretaries(All), Government of Sindh
- Deputy Secretary (Staff) to chief Secretary
- P.S. to Chief Secretary Sindh
- P.S. to Secretary (I&C), SGA&CD.
- Master file.

Annexure - 2

Form - A



Dar-ul-Aman Admission Form

Government of Sindh

Resident Number: _____
GBV Survivor code¹: _____

¹ GBV survivor code will remain same if a GBV survivor comes more than one time in Dar-ul-Aman.

GBV Survivor Registration Information			
a1. Location of Dar-ul-Aman:		a2. Date: _____ / _____ / _____	a3. Time: _____ AM/PM
GBV Survivor Basic Information			
a4. Survivor name:		a5. Father's / Husband's / Guardian's name:	
a6. CNIC number (If available):			
a7. Date of birth (dd/mmm/yyyy):		a8. Age of survivor: _____ (years)	
GBV Survivor Current Information			
a9. Education level:	<input type="radio"/> Primary <input type="radio"/> Middle <input type="radio"/> Matric <input type="radio"/> Higher <input type="radio"/> Informal <input type="radio"/> None		
a10. Marital status:	<input type="radio"/> Single <input type="radio"/> Married <input type="radio"/> Divorced <input type="radio"/> Separated <input type="radio"/> Widow		
a11. Survivor address (Province, district, tehsil / taulka and village):	a11.1 Province:		a11.2 District:
	a11.3 Tehsil/Taulka:		a11.4 Village/Town:
	a11.5 Street address:		
a12. Survivor mobile number (If available):		a13. Home contact number with survivors consent:	
a14. Children accompanied:	No. of Boys: _____ No. of Girls: _____ Total no. of Children: _____		
GBV survivor's Belongings			
a15. Has the GBV Survivor any precious possessions with her?			<input type="radio"/> Yes <input type="radio"/> No
a16. If Yes, then list the possessions:	Sr. #	Item name	Quantity
	a16.1		
	a16.2		



Form - A

	a16.3		
	a16.4		
a17. Has the precious possessions submitted to Incharge DuA?			<input type="radio"/> Yes <input type="radio"/> No
a18. If 'NO' then ask the survivor to sign the disclaimer:	<p>"All the above stated precious belongings are with me"</p> <p>Resident's signature: _____ Thumb impression: _____</p>		
For cases referred by the Court			
a19. Letter No:		a20. Name of the Court:	
a21. Name of police officer / belt number:		a22. Signature of police officer:	
Initial Assistance Provided to GBV Survivor			
a23. Packet of basic utilities delivered (towel, soap, accessories for dental hygiene, shampoo, sanitary napkins, comb):			<input type="radio"/> Yes <input type="radio"/> No
a24. Read her the rights and responsibilities of the residents and ensured that she fully understood:			<input type="radio"/> Yes <input type="radio"/> No
a25. Important Information (if any)			
a26. Name incharge DuA:	_____	Resident's signature: _____ Thumb impression: _____	
a27. Designation:	_____		
Signature:	_____		

Annexure - 3

Form - B



GBV Survivor Initial Assessment

Government of Sindh

Resident Number: _____
GBV Survivor code ¹ : _____

¹ GBV survivor code will remain same if a GBV survivor comes more than one time in Dar-ul-Aman.

Initial Assessment Basic Information			
b1. Location of Dar-ul-Aman:		b2. Date of interview:	___ / ___ / ___
b3. Interviewer name:		b4. Designation:	
GBV Survivor Basic Information			
b5. Survivor name*:		b6. Father's / Husband's/ Guardian's name*:	
b7. Date of birth (dd/mmm/yyyy)*:		b8. Age of survivor*:	_____ (years)
GBV Survivor Detailed Information			
b9. Education level*:	<input type="radio"/> Primary <input type="radio"/> Middle <input type="radio"/> Matric <input type="radio"/> Higher <input type="radio"/> Informal <input type="radio"/> None		
b10. Marital status*:	<input type="radio"/> Single <input type="radio"/> Married <input type="radio"/> Divorced <input type="radio"/> Separated <input type="radio"/> Widow		
b11. Religion:	<input type="radio"/> Islam <input type="radio"/> Hindu <input type="radio"/> Christian <input type="radio"/> Other _____		
b12. Occupation:	<input type="radio"/> Student <input type="radio"/> House wife <input type="radio"/> Working <input type="radio"/> Self Employed <input type="radio"/> Other (specify) _____		
b13. Source of Referral	<input type="radio"/> Newspaper <input type="radio"/> Friends <input type="radio"/> NGO <input type="radio"/> Relative <input type="radio"/> Old Survivor <input type="radio"/> Media <input type="radio"/> Court <input type="radio"/> Other (specify) _____		
Sub-section for Married Women only			
b14. Marriage documents	<input type="radio"/> No document <input type="radio"/> Marriage certificate <input type="radio"/> Any other document (specify) _____		
b15. Date of marriage:	___ / ___ / ___	b16. Date of leaving home:	___ / ___ / ___
b17. How would you define your marriage?	<input type="radio"/> Arranged marriage <input type="radio"/> Forced marriage <input type="radio"/> Love marriage <input type="radio"/> Divorced		
b18. if divorced, then ask survivor?	<input type="radio"/> Have certificate <input type="radio"/> Separated <input type="radio"/> Do not have certificate <input type="radio"/> Verbal divorce <input type="radio"/> Witnesses <input type="radio"/> Receiving maintenance		



Form - B

b19. At the time of entry to Dar-ul-Aman with whom was she living?	<input type="radio"/> Inlaws <input type="radio"/> Husband <input type="radio"/> Parents <input type="radio"/> Other (specify) _____				
b20. Are you expecting?	<input type="radio"/> No <input type="radio"/> Yes, In First Trimester <input type="radio"/> Yes, In Second Trimester <input type="radio"/> Yes, In Third Trimester				
b22. Children accompanied*:	____ / ____ / ____				
b21. If Yes, Expected date of delivery?	b22.1 No. of boys:		b22.2 No. of girls:		b22.3 Total children:
b23. Children details:	Sr. #	Child name		Sex (M/F)	Age
	b23.1				
	b23.2				
	b23.3				
	b23.4				
	b23.5				
Sub-Section for Child Minors (less than 18 years old)					
b24. If the survivor is a child (less than 18yrs) does he/she live alone? (if "No", answer the next two questions)				<input type="radio"/> Yes <input type="radio"/> No	
b25. What is the relation with the caretaker if the survivor lives with him/her?	<input type="radio"/> Parent / Guardian <input type="radio"/> Relative <input type="radio"/> Spouse / Cohabiting <input type="radio"/> Other (specify) _____				
b26. What is the caretaker's primary occupation:					
Case Details					
b27. Incident date:	____ / ____ / ____	b28. Incident time:	<input type="radio"/> Morning <input type="radio"/> Afternoon <input type="radio"/> Night		
b29. Incident location / Where the incident took place	<input type="radio"/> Perpetrator's Home <input type="radio"/> Road <input type="radio"/> School/ Educational institution <input type="radio"/> Police station <input type="radio"/> Client's Home <input type="radio"/> Garden / Cultivated Field <input type="radio"/> Hostel/ Hotel <input type="radio"/> Bush / Forest <input type="radio"/> Other (give details) _____				



Form - B

Alleged Perpetrator(s) Information				
b30. Who was the perpetrator?	<input type="radio"/> Father <input type="radio"/> Mother <input type="radio"/> Husband <input type="radio"/> Sister in law <input type="radio"/> Mother in law <input type="radio"/> Brother <input type="radio"/> Stranger <input type="radio"/> Any person from in-laws family <input type="radio"/> Other (give details) _____			
b31. Main occupation of alleged perpetrator (if known):	<input type="radio"/> Farmer <input type="radio"/> CBO Staff <input type="radio"/> NGO Staff <input type="radio"/> Community Volunteer <input type="radio"/> Police <input type="radio"/> Student <input type="radio"/> Health Worker <input type="radio"/> Non-State Actor/Rebel/ Militia <input type="radio"/> Community Leader <input type="radio"/> Civil Servant <input type="radio"/> Religious Leader <input type="radio"/> Trade/Business owner <input type="radio"/> UN Staff <input type="radio"/> Teacher <input type="radio"/> Unknown <input type="radio"/> Other			
(Please document the details of the abuser in the table below.)				
Information type	b32.1 ABUSER 1 information	b32.2 ABUSER 2 information	b32.3 ABUSER 3 information	b32.4 ABUSER 4 information
A. Name				
B. Age				
C. Address				
D. Contact number				
E. Length of relationship				
F. Address & phone number of work place				
G. Estimated income				
b33. Please ask some questions related to the incident and give a note below in blank space				
<p>History and cause of abuse (Guiding questions can be used)</p> <ul style="list-style-type: none"> When did the problem start? What according to you is the root cause of the problem? Details of Abuse? Do you have any contact with the abuser at the moment? Frequency? Do you have any support from the family or any other source? 				



Form - B

Please identify the GBV incident type (Very important- Multiple options can apply)

b34. Mention the type of GBV

b34.1 Domestic violence:

- Physical
- Sexual
- Emotional
- Economical
- Social
- Reproductive health related (family planning, birth spacing, etc.)

b34.2 Rape:

- Forced sexual services
- Gang rape
- Attempted rape

b34.3 Sexual Harassment:

- At Workplace
- At public space
- In domestic setting



Form - B

<i>Continue (b34. Mention the type of GBV)</i>	<p>b34.4 Discriminatory practices against women:</p> <ul style="list-style-type: none"><input type="checkbox"/> Honor killing<input type="checkbox"/> Acid burning<input type="checkbox"/> Vani<input type="checkbox"/> Sawara<input type="checkbox"/> Karokari<input type="checkbox"/> Watta satta<input type="checkbox"/> Marriage with Quran <p>b34.5 Denial of resources:</p> <ul style="list-style-type: none"><input type="checkbox"/> Property inheritance denial<input type="checkbox"/> Denial to access services <p>b34.6 In cases of minor:</p> <ul style="list-style-type: none"><input type="checkbox"/> Early/ Forced marriage<input type="checkbox"/> Incest<input type="checkbox"/> Sodomy<input type="checkbox"/> Trafficking<input type="checkbox"/> Child labor<input type="checkbox"/> Children in difficult circumstances <p>b34.7 Trafficking:</p> <ul style="list-style-type: none"><input type="checkbox"/> Due to bonded labor<input type="checkbox"/> For forced sexual services <p>b34.8 Non-GBV:</p> <ul style="list-style-type: none"><input type="checkbox"/> Non-GBV (specify) _____
---------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

b35. Risk assessment/safety recommendations, if any?

Guiding questions can be used for Risk Assessment

- a. Did the abuse occur for the first time?
- b. Did the abuser threatened to kill you? Has s/he done this before?
- c. Did you believe that the verbal threats could be transformed into actions?
- d. Have you ever been forcefully confined?
- e. Has the abuser ever hurt the children?
- f. Has the abuser ever pulled a weapon on you?
- g. Does the abuser have a criminal record?
- h. Is the abuser influential person / from some clan or tribe?
- i. Have you ever thought of killing yourself?
- j. Have you ever attempted to do so?
- k. If yes explore; when, why, and what methods were used.



Form - B

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Note: In case of any suicidal tendencies, staff is required to take special measures with regard to safety of the survivor as well as staff.

b36. Precautions for staff/Darulaman:	
b37. Precautions for GBV survivor:	
b38. What type of services required?	<input type="radio"/> Legal <input type="radio"/> Psychological <input type="radio"/> Neo natal care <input type="radio"/> Reintegration support <input type="radio"/> Medical <input type="radio"/> Police protection <input type="radio"/> Immediate first aid <input type="radio"/> Medico legal <input type="radio"/> Shelter <input type="radio"/> Other (specify) _____



Form - B

Police and Legal Details			
b39. Do you have lawyer representing you?	<input type="radio"/> Yes <input type="radio"/> No <i>If Yes then ask Lawyer's Information?</i>		
b40. Lawyer name:	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;">b41. Lawyer contact number:</td> </tr> </table>		b41. Lawyer contact number:
	b41. Lawyer contact number:		
b42. Address of the lawyer:			
b43. Any support available from any one?	<input type="radio"/> NGO <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> No support from any one		
b44. Contact information if any support from NGO, Family or Friend?			
b45. Have you lodged a complaint in the Police?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA <i>If Yes then FIR #:</i>		
b46. Details of FIR?	b46.1. Date of complaint: ____ / ____ / ____ b46.2. Name of police station: _____ b46.3. Case filed in court: <input type="radio"/> Yes <input type="radio"/> No b46.4. Next date of appearance: ____ / ____ / ____		
b47. Is there any criminal case registered against you or are you required for any investigation?	<input type="radio"/> Yes <input type="radio"/> No		
b48. Name incharge DuA: b49. Designation: Signature:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-right: 1px dashed black; padding: 5px;"> _____ _____ _____ </td> <td style="width: 50%; padding: 5px;"> Survivor signature: _____ Thumb impression: _____ </td> </tr> </table>	_____ _____ _____	Survivor signature: _____ Thumb impression: _____
_____ _____ _____	Survivor signature: _____ Thumb impression: _____		



Dar-ul-aman Information of Services Form

Government of Sindh

Annexure - 4

Form - C

Resident Number: _____
GBV Survivor code ¹ : _____

GBV Survivor Basic Registration Information						
c1. Location of Dar-ul-Aman*:		c2. Date of admission*:	____ / ____ / ____			
c3. Survivor name*:		c4. Father's / Guardian's name*				
c5. Support/ Services Provided and Follow-up Record						
<i>Support/ service codes:</i>						
A. Legal	D. Police protection	G. Medico legal	J. Vocational training			
B. Medical	E. Shelter	H. Immediate first aid	K. Other (Specify)			
C. Psychological	F. Reintegration support	I. Neo natal care				
c5.1. Sr. #	c5.2. Date	c5.3. Type of support / service (write code)	c5.4. Detail of support/ Session	c5.5. Action point	Time spent	
					c5.6. Hours	c5.7. Minutes

¹ GBV survivor code will remain same if a GBV survivor comes more than one time in Dar-ul-Aman.



Form - C

c5.1. Sr. #	c5.2. Date	c5.3. Type of support / service (write code)	c5.4. Detail of support/ Session	c5.5. Action point	Time spent	
					c5.6. Hours	c5.7. Minutes

Annexure - 5

Form - D



Dar-ul-aman Discharge Form

Government of Sindh

Resident Number: _____

GBV Survivor code¹: _____

¹. GBV survivor code will remain same if a GBV survivor comes more than one time in Dar-ul-Aman.

GBV Survivor Basic Registration Information			
d1. Location of Dar-ul-Aman*:		d2. Date of admission*: (dd/mm/yyyy)	____ / ____ / ____
d3. Survivor name*:		d4. Father's / Guardian's name*:	
Reason of Leaving DuA			
d5. Reason for leaving DuA:	<input type="radio"/> Court Orders <input type="radio"/> Own will	d6. Date of discharge: (dd/mm/yyyy)	____ / ____ / ____
d7. If Court orders then ask Court order number:			
d8. If 'Self Discharged' then ask the survivor to sign the disclaimer:	"I am going with my own will." Signature of Survivor: _____ Thumb impression: _____		
Future Follow-up			
d9. Does the survivor like the DuA to follow-up in future?	<input type="radio"/> Yes <input type="radio"/> No		
d10. If Yes, Mobile/contact number for future follow-up:			
d11. If Yes, Permanent address (Province, district tehsil/taulka and village) for future follow-up:	d11.1 Province:		d11.2 District:
	d11.3 Tehsil/Taulka:		d11.4 Village/Town:
	d11.5 Street Address:		
d12. Follow up required after discharge:	<input type="radio"/> Protection/Security <input type="radio"/> Health/Medical <input type="radio"/> Livelihood <input type="radio"/> Other (specify) _____		
Mental & Physical State of the Survivor at the Time of Discharge			
d13. Mental state of the resident:	<input type="radio"/> Good <input type="radio"/> Normal <input type="radio"/> Below Normal		
d14. Physical state of the resident:	<input type="radio"/> Good <input type="radio"/> Normal <input type="radio"/> Below Normal		
d15. Was a phone call made to the survivor after discharge?	<input type="radio"/> Yes <input type="radio"/> No		

Note: Copy of the court order if she leaves with the permission of the court should be attached

d16. Name incharge DuA: _____

Survivor signature: _____

d17. Designation: _____

Signature: _____

Thumb impression: _____



Annexure - 6
Form - E



Feedback Form
Government of Sindh

Resident Number: _____
GBV Survivor code¹: _____

¹ GBV survivor code will remain same if a GBV survivor comes more than one time in Dar-ul-Aman.

GBV Survivor Discharge Information			
e1. Location of Dar-ul-Aman:		e2. Date of discharge/ Feedback:	___ / ___ / ___
e3. Survivor name (Optional)*:		e4. Father's / Husband's/ Guardian's name (Optional)*	

Feedback questions will be asked (or filled by the survivor) at the time of discharge

e5. Do you feel the case manager/ social welfare officers were sensitive towards your problem?:	
e6. To what extent were the services provided at the Darulaman useful for you?:	
e7. Will you refer anyone else to Darulaman?:	<input type="radio"/> Yes <input type="radio"/> No
e8. Any suggestions for making the services more woman friendly?:	

* Survivor name and her father/ guardian/ husband name is optional

e9. Name incharge DuA: _____	Signature of the survivor (Optional): _____
e10. Designation: _____	Thumb impression (Optional): _____
Signature: _____	

Annexure - 7

Form - F



GBV Survivor Referral Slip

Government of Sindh

Resident Number: _____

GBV Survivor code¹: _____

¹. GBV survivor code will remain same if a GBV survivor comes more than one time in Dar-ul-Aman.

GBV Survivor Basic Information			
f1. Survivor name*:		f2. Father's / Husband's/ Guardian's name*:	____ / ____ / ____
f3. Date of birth (dd/mmm/yyyy)*:		f4. Age of survivor*:	_____ (years)
f5. Survivor address (Province, district, tehsil/taulka and village):	f5.1 Province:		f5.2 District:
	f5.3 Tehsil/Taulka:		f5.4 Village/Town:
	f5.5 Street Address:		
f6. Survivor mobile number (If available):		f7. Home contact number with survivors consent:	
Survivor is Referred For			
f8. Please mention tick the services for which survivor is referred for?	<input type="checkbox"/> Counseling/psychiatric assistance <input type="checkbox"/> Legal Aid / Advice <input type="checkbox"/> Financial support <input type="checkbox"/> Police Intervention <input type="checkbox"/> Vocational Training <input type="checkbox"/> Medical exam <input type="checkbox"/> Shelter <input type="checkbox"/> Help in Self Employment <input type="checkbox"/> Child Support <input type="checkbox"/> Medical Aid <input type="checkbox"/> Other (Please specify): _____		
f9. Is it free of cost?	<input type="radio"/> Yes <input type="radio"/> No		
f10. If No then what is the cost?			
f11. Details of the support needed?			



Form - F

f12. List of documents attached?							
f13. List of missing documents?							
<table border="1"><tr><td data-bbox="305 625 812 745">f14. Name incharge DuA: _____</td><td data-bbox="812 625 1291 745">Survivor signature: _____</td></tr><tr><td data-bbox="305 745 812 808">f15. Designation: _____</td><td data-bbox="812 745 1291 808"></td></tr><tr><td data-bbox="305 808 812 861">Signature: _____</td><td data-bbox="812 808 1291 861">Thumb impression: _____</td></tr></table>		f14. Name incharge DuA: _____	Survivor signature: _____	f15. Designation: _____		Signature: _____	Thumb impression: _____
f14. Name incharge DuA: _____	Survivor signature: _____						
f15. Designation: _____							
Signature: _____	Thumb impression: _____						



Prepared with support from Rozan

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