Guidelines
for Dar-ul-Amans in Punjab
(Shelter Homes for Women in Distress)

Social Welfare,
Women’s Development and Bait-ul-Maal Department
Government of the Punjab
Pakistan

Preface

Women constitute 51% of the total population of Pakistan and yet are deprived of many basic rights. Illiteracy, poor health facilities, poverty, violence and the denial of fundamental human rights are the basic problems of the majority of women and girls in Pakistan society.

The Government of the Punjab is determined to create opportunities and conditions that would enable women to achieve their due social, economic, legal and political rights. The Government is framing and implementing policies, plans and programs to meet the specific needs and interests of women and girls to enhance development in the Province.

The Social Welfare, Women's Development & Bait-ul-Maal Department established Dar-ul-Amans (women shelter homes) in 34 districts of the Punjab to protect women and girls in distress from physical and psychological abuse.

To protect the rights of the residents of the Dar-ul-Amans and to improve the functioning of these shelter homes and their standard of service delivery, the following Guidelines have been formulated with the technical assistance of the German Agency for Technical Cooperation (GTZ). The Police Department, Health Department, lawyers and NGOs, such as the AURAT Foundation, Shirkat Gah, Dastak and Médecins du Monde also gave their invaluable inputs for establishing these new standards.
1. INTRODUCTION:

1.1 This document, providing guidelines for improved functioning and management of 34 Dar-ul-Amans in Punjab, has been formulated consequent to a series of consultations between Gesellschaft für Technische Zusammenarbeit (GTZ) and representatives of the Directorate of Social Welfare, Women Development, Bail-ul-Maal, Punjab and various other Women Organizations.

1.2 DEFINITIONS:

1.2.1 Incharge shall mean the Superintendent of the Dar-ul-Aman entrusted with the day to day running affairs of the Dar-ul-Aman.

1.2.2 “Rules and procedures” shall mean any rules and/or procedures framed by the Department of Social Welfare, Government of the Punjab under these Guidelines.

1.2.3 “Court” shall mean any court of competent jurisdiction within the territorial limits of the Islamic Republic of Pakistan.

1.2.4 “Resident” shall mean a woman and/or her minor child admitted to the Dar-ul-Aman.

1.2.5 “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 (self referred case) immediately inform the area police.

1.2.6 Informed consent means that the women coming to Dar-ul-Aman are given complete information about everything (for e.g. medical care, psychological counselling, legal aid, their rights etc.) to get their approval without any pressure or coercion.

2. PRINCIPLES:

Following are the underlying objectives which shall be achieved while working for the protection and empowerment of women residents in Dar-ul-Amans:

2.1.1 Protection and well being of the residents shall be the first and foremost priority.

2.1.2 Beneficence (do good) and non-malefeasance (do no harm) shall be the essential purpose of working with the residents.

2.1.3 Residents shall be given opportunities to participate in all decisions pertaining to their life and well being.

2.1.4 Decisions shall be taken after obtaining an informed consent from the residents.
2.1.5 Records and identity of the residents shall be kept confidential to ensure privacy, respect and dignity of the residents.

2.1.6 Crisis cases shall be addressed on a priority basis without any undue delay.

2.1.7 In cases of conflict of interest, priority shall be given to the protection and well being of the residents.

2.1.8 There shall be no discrimination on the basis of class, caste, religion, and/or profession of the residents.

2.1.9 Periodic appraisals shall be incorporated in the management system of Dar-ul-amans to maintain the quality of services for the residents.

3. GUIDELINES:

Based on the above mentioned objectives, guidelines for the Dar-ul-Aman staff/management are being provided as under:

3.1 Guidelines for Staff/Management of Dar-ul-Aman:

3.1.1 Apart from ensuring smooth functioning of Dar-ul-Amans these 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.

3.1.2 These guidelines shall ensure the protection of rights and dignity of the residents.

3.1.3 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.

3.1.4 Incharge Dar-ul-Aman shall ensure provision of the following services to its residents either directly (as per provision of PC-1 for Dar-ul-Amans) or through referrals:

a) Psychological counselling & other healing practices.
b) Medical Treatment/Medication.
c) Legal aid.

3.1.5 Each Incharge 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. Incharge Dar-ul-Aman shall be responsible to arrange for:

a) Security through Police guards or watchmen hired by SWD
b) Staff Training (as per needs of the staff)
c) Attend all trainings specially arranged for Incharge DuAs
Support services (professional/technical/logistic).

Residents shall not be used for publicity etc. even if it is for the image building of the DuA.

The Department of Social Welfare, Government of the Punjab shall ensure that the Incharge DuA shall not hold any other additional charge or responsibility.

The Department of Social Welfare, Government of the Punjab, shall ensure the security of staff and residents of Dar-ul-Aman through close liaison with the District governments.

3.2 Training of staff:

3.2.1 The Department of Social Welfare, Government of the Punjab shall ensure training of the staff of Dar-ul-Aman through regular training sessions in order to ensure a continuous improvement in the quality of services. Staff of Dar-ul-Aman shall also be encouraged to identify their training needs through periodic appraisals.

3.2.2 The Incharge of each Dar-ul-Aman shall ensure that the staff members actively attend regular training sessions on:

a) Sensitization: domestic violence, gender issues, legal literacy, family laws, psychological distress.

b) Technical skills: team management, financial and administrative management, educative and vocational skills.

3.2.3 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.

3.2.4 Specific training sessions on the implementation of these guidelines shall be organised for the Incharges of all Dar-ul-Amans in the province of Punjab. The Incharge shall share the information, provided during these training sessions, with other staff members of the Dar-ul-Aman.

3.3 Referral Services/Facilities:

These are the specific services required by the residents that must be provided by Dar-ul-Aman through referral systems.

3.3.1 Medical care:

3.3.1.1 Dar-ul-Aman staff shall maintain regular contact with voluntary doctor(s) (preferably female), including gynaecologist, of the nearest possible government hospital or a private clinic.
The Incharge of Dar-ul-Aman shall arrange regular visits by a lady doctor and maintain liaison with her to address the medical needs of the residents.

Medical examination of each resident shall be carried out at the time of admission to the Dar-ul-Aman.

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.

Doctor and the Dar-ul-Aman Incharge shall be responsible for ensuring confidentiality of the results of medical examination, which shall be carried out in private.

A pharmacy, with basic medicines, shall always be at the disposal of the doctor visiting the Dar-ul-Aman.

The Incharge of Dar-ul-Aman shall maintain liaison with the nearest government hospital to which residents may be sent in case of an emergency.

The Incharge Dar-ul-Aman shall organize vaccination campaigns in collaboration with the Ministry of Health.

In case of a pregnant resident, Dar-ul-Aman Incharge shall ensure pre and postnatal care from a well-reputed Government/Non-Government Hospital.

In case of child birth, the Dar-ul-Aman Incharge shall make adequate arrangements for the child to be born in a Government/Non-Government hospital in proximity to the Dar-ul-Aman.

If a child is born to a resident during her stay in the Dar-ul-Aman, this fact shall not be mentioned in the birth certificate of the child.

**Psychological support:**

The management of Dar-ul-Aman shall 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.

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.

The psychologist may refer residents to psychiatric hospital in case of mental illness. The Incharge Dar-ul-Aman shall maintain liaison with the psychiatric department of a governmental hospital in close proximity to the Dar-ul-Aman.
3.3.3 Legal aid:

3.3.3.1 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, in this regard.

3.3.3.2 Residents shall be made fully aware of the available course(s) of action and the possible implications of opting for such a course of action with regard to pursuing their case in court.

3.3.3.3 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.

3.3.3.4 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.

3.3.3.5 Legal Advisor shall provide the residents with a regular update of their cases pending before the courts.

3.3.3.6 Legal Advisor may act as a mediator between resident and her family if the resident gives consent to such an initiative on part of the Legal Officer.

3.3.3.7 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.

3.3.4 Security services:

3.3.4.1 Dar-ul-Aman Incharge shall ensure regular contact with the Station House Officer (SHO) of the nearest Police Station.

3.3.4.2 The department of Social Welfare, Government of the Punjab 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.

3.3.4.3 Dar-ul-Aman 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.

3.3.4.4 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.

3.3.4.5 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.
3.3.5 **Vocational Trainings:**

3.3.5.1 Dar-ul-Aman Incharge shall liaise with Sanatzar 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.

3.3.6 **Other Facilities and Services**

3.3.6.1 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.

3.3.6.2 The Incharge shall ensure that a strict hygiene routine is followed by all Residents in respect of all communal areas. To enable compliance with this sub-rule, clearly marked waste disposal receptacles which are cleared and/or cleaned at least once every day.

3.3.6.3 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.

3.3.6.4 All rooms shall have hygienic conditions.

3.3.6.5 Resident shall be provided with meals at least three times a day according to pre-specified schedules. Meals must consist of 2250 K.cal per person which shall be provided through a balanced diet consistency of meat or vegetables/lentils and fruit. Provision for drinking water at appropriate temperature shall be made at all meal times.

3.3.6.6 Any Resident and/or child of a resident shall be provided with clothing items if the resident and/or child of a resident do not own appropriate clothing. Clothing 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.

3.3.6.7 The Incharge shall also ensure provision for a safe to be available for storing cash and/or jewelry belong 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 signature of receipt.

3.3.6.8 The Incharge shall maintain appropriate transportation which shall be resumed for use of residents and Staff of Dar-ul-Aman only for official purposes.

3.3.6.9 In the event that a resident needs to go outside the premises of the Dar-ul-Aman for medical care or required to be present by a law enforcement agency or a court, they shall be provided with transport maintained for this purpose.

3.3.6.10 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 under formal request by the Incharge, Dar-ul-Aman.
3.3.6.11 The Incharge shall maintain a first aid facility for residents.

3.4 Working days and hours:

3.4.1 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. This is applicable only when the security guard is on leave.

3.4.2 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. She should moreover be accessible at any time when the residents are in need of special assistance.

3.5 Attitude and interaction with residents:

3.5.1 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.

3.6 Breach of Code of Conduct of Dar-ul-Aman:

3.6.1 Corruption, threat, emotional/verbal/physical abuse, forced labour, prostitution, forced/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.

3.6.2 Disciplinary action can also be taken by the Department of Social Welfare, Government of the Punjab against the Dar-ul-Aman or any of its staff with regard to any alleged misconduct that is brought to the notice of the department.

3.6.3 Immediate action will be taken against Dar-ul-Aman staff, referral services providers, staff of public institutions, consultants and volunteers working with resident women found guilty of abusing their power.

3.7 Guidelines for dealing with Resident's:

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

3.7.1.1 Consent will be called an informed consent only when

a) All information is conveyed to the resident.
b) All possible advantages and disadvantages of a decision are discussed with resident.
c) It is given without any stress, pressure or coercion.
d) The resident is in a safe and comfortable place.
e) It is obtained by an individual Dar-ul-Aman the resident is comfortable with.

3.7.1.2 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.

3.7.1.3 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.

3.7.1.4 Decision as to which information, pertaining to the resident, can be shared and with whom shall only be taken after consultation with the resident.

3.7.1.5 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.

3.7.1.6 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.

3.7.1.7 Residents shall have a free and easy access to their record(s)/files.

3.7.1.8 Only those persons with relevant expertise shall address the needs of the resident.

3.7.1.9 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.

3.7.1.10 Decision of the resident shall not be influenced in any way.

3.7.1.11 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.

3.7.1.12 In case of adult residents, the consent of the resident should be taken as final.

3.7.1.13 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 keeping in view the Guidelines for the Protection of Dignity and Rights of Survivors of Violence.
3.7.1.14 Residents shall be provided private, secure, and comfortable atmosphere to discuss their situation and to identify possible options for future course of action.

3.7.1.15 Room allocation for residents shall be carried out after dividing the residents in groups residents who are single and residents with children.

3.7.2. Rights of Residents:

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

3.7.2.1 All residents shall have equal access to all facilities of the Dar-ul-Aman including medical check up, 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.

3.7.2.2 All residents shall have access to public areas within the Dar-ul-Aman. Residents (excluding 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.

3.7.2.3 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.

3.7.2.4 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.

3.7.2.5 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.

3.7.2.6 Dar-ul-Aman may with the consent or on the request of a Resident arrange for a resident to be married. All marriages arranged by the Dar-ul-Aman shall be conducted by a Nikah Registrar in the presence of at least two witnesses. The consent and/or request of a resident to enter into marriage must be given in express terms and shall in all cases be evidenced in writing.

3.7.2.7 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.

3.7.2.8 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.

3.7.2.9 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.

3.7.2.10 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 Punjab who shall ensure that the complaint is properly investigated and that appropriate action is taken, if necessary.

3.7.2.11 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.

3.7.2.12 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.

3.7.2.13 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.

3.8 Rules/Regulations:

In view of these guidelines, the following are rules/regulations that need to be implemented to ensure the facilities that should be provided to the residents in order to meet their specific needs and improve the quality of services offered at the Dar-ul-Aman.

3.8.1 Admission rules and regulations:

3.8.1.1 Any woman in distress who is referred to the Dar-ul-Aman through a Court, NGO or on her own will shall be eligible to reside in the Dar-ul-Aman.

3.8.1.2 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 consent.\(^1\)

\(^1\) For minors, child custody should be taken by the Dar-ul-Aman through guardian court.
3.8.1.3 Resident taking refuge in Dar-ul-Aman accompanied by their children ² will be entitled to keep them in the institution.

3.8.1.4 Incharge Dar-ul-Aman shall ensure that an admission form is completed and signed by each and every resident without any coercion and pressure.

3.8.1.5 The Incharge shall also ensure that each resident understands the rules and procedures before she signs the admission form and gives an informed consent to abide by these rules.

3.8.1.6 The Incharge Dar-ul-Aman shall not be liable in any criminal or civil proceedings pertaining to awarding admission to a resident. The Incharge shall only be summoned by a Court and that also in cases where her presence is essential for the interest of justice.

3.8.1.7 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.

3.8.1.8 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 Incharge, 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 Punjab.

3.8.2 Duration of Stay:

3.8.2.1 The duration of stay, for a resident, at the Dar-ul-Aman shall be limited to three months.

3.8.2.2 The period specified in 3.8.2.1 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.

3.8.2.3 Further extensions shall only be made after getting approval from the Director General, Social Welfare Department.

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

³ Refusals need to be accompanied by a medical certificate done by a doctor of Government Hospital.
3.8.3 Compliance with internal Rules of Dar-ul-Aman:

3.8.3.1 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.

3.8.3.2 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.

3.9 Activities for Residents:

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

3.9.2 Educational, religious and vocational training:

3.9.2.1 All residents shall be provided with opportunities to attend educational, religious and vocational trainings.

3.9.2.2 The Dar-ul-Aman Incharge shall subscribe to selected magazines/newspapers and shall purchase selected books that would be of interest to the residents.

3.9.3 Awareness sessions:

3.9.3.1 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.

3.9.4 Socio-educative activities for the children:

3.9.4.1 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.

3.9.5 Recreational activities:

3.9.5.1 Recreational activities inside the Dar-ul-Aman shall be organized for the residents on a regular basis.
3.9.5.2 The special occasions such as Eid, Christmas, Ashura, etc. shall be observed and celebrated.

3.9.6 **Income generating activities:**

3.9.6.1 Women must be given information on income generating activities and availability of jobs.

3.9.6.2 Dar-ul-Aman Incharge shall ensure adequate opportunities for display and sale of products made by the residents.

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.

3.11 **Records and Documentation:**

3.11.1 Each Dar-ul-Aman shall maintain a proper record pertaining to the admission and discharge of each resident.

3.11.2 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.

Applicants must put their thumb impression on the application even if they have signed the same.

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

3.12.1 Advisory Committee

There shall be regular monitoring of Dar-ul-Amans and the services it provides by an Advisory committee notified by the Director General, Social Welfare Department, Government of the Punjab.

3.12.1.1 It shall be one of the tasks of this 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.

3.12.1.2 The total 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.

3.12.1.3 All members shall have a right to vote in the meetings of the Advisory Committee.

3.12.2 Selection/nomination/notification:

The selection/nomination and notification of the Advisory Committee of each Dar-ul-Aman shall be made by the Director General, Social Welfare Department on the recommendation of District Officer (SW) and Incharge DuA.

3.12.2.1 The Director General, Department of Social Welfare, Government of Punjab shall notify the Advisory Committees. 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.

3.12.3 Membership of the Advisory Committee:

3.12.3.1 The Incharge of the Dar-ul-Aman shall be the secretary of the Advisory Committee.

3.12.3.2 The members of the Advisory Committee shall include the following:

   a) Wife of District Nazim or wife of District Coordination Officer or Retired Senior Officer of Social Welfare Department in case of Institutions at district level and wife of Secretary/Director General Social Welfare in case of Provincial level institution shall be the Chairperson.

   b) Two prominent Social Workers preferably from NGO’s. (Member)

   c) Two representatives of line Departments e.g. Police & Education. (Member)
d) Medical Superintendent of DHQ Hospital or his/her representative. (Member)

e) Representative of District Bar Association.

f) Two prominent Industrialists/ Agriculturalists/ Philanthropists or members of Local Chamber of Commerce. (Member)

g) Incharge Dar-ul-Aman shall be the secretary of the Advisory Committee.

3.12.4 Functions of the Advisory Committee:

3.12.4.1 The Advisory Committee shall perform the following functions:

a) Advise in the working and monitoring of the Dar-ul-Aman.

b) Oversee the admission process.

c) Monitor and motivate the Incharge and staff to further improve the quality of service being offered to the residents.

d) Mobilize additional resources from donations/private sources, to support and improve the facilities available to the residents.

e) 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.

f) Provide support to the Incharge to organize and observe national days and other functions being held at the Dar-ul-Aman.

g) Develop a positive image of the Dar-ul-Aman.

h) 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.

3.12.5 Powers of the Advisory Committee:

The Advisory Committee shall:


3.12.5.2 Be authorized to offer advice, make observations pertaining to the smooth and effective functioning of the Dar-ul-Aman.

3.12.5.3 Have full control over the utilization of funds collected by the Committee through its own efforts.

3.12.5.4 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.

3.12.5.5 Assist the Incharge in devising training/learning/rehabilitation/post discharge programme and employment plans for the residents.

3.12.5.6 Arrange equipment/machines, soft loans and other such articles which may help the residents in their ultimate employment and rehabilitation.
3.12.5.7 Ensure that an annual report is made about the number of residents, inventory, donations/income and expenditures.

3.12.5.8 Maintain case studies of the residents, with utmost confidentiality, and keep a track of their rehabilitation process for at least two years.

3.12.5.9 Ensure provision of other services whether they are legal, medical or financial.

3.12.5.10 Monitor the health of the residents and ensure that a clean environment is maintained at the Dar-ul-Aman.

3.12.5.11 The comments of the Committee shall be reflected in the annual report of the Incharge to maintain check and balance.

3.12.6 **Tenure of the advisory Committee:**

3.12.6.1 The tenure of the Advisory Committee shall be two years.

3.12.6.2 Till the new Committee is nominated the existing Committee shall continue working to ensure smooth work and easy transition.

3.12.7 **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.

e) Authorize Vice-Chairperson to discharge all duties and use all powers in absence of the Chairperson.

3.12.8 **Meeting of the Committee:**

a) The meeting of the Committee shall be convened on the direction of the Chairperson/Secretary of the Committee.

b) At least one meeting would be held every month.
c) A prior notice of at least one week shall be mandatory for convening a meeting.

d) A minimum notice of 24 hours shall be given before an emergency meeting is convened.

e) The quorum of meeting shall be 1/3rd of the total membership.

f) All the proceedings of the Committee meetings shall be properly recorded and the minutes be submitted to the Director General, Department of Social Welfare, Government of the Punjab, Department of Social Welfare, Government of the Punjab, who shall monitor the working/achievement of the Committee within his area of jurisdiction and report to the higher authorities.

g) The chairperson or in the absence of the chairperson any two members may call a meeting of the Committee if needed.

3.12.9 Disqualification from membership:

3.12.9.1 Any member who remains absent from three consecutive meetings of the Committee shall cease to be a member of the Committee and Director General, Social Welfare, Women Development and Bait-ul-Maal, Punjab shall notify the replacement at District or provincial Level.

3.12.9.2 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.

3.12.9.3 Office bearer of a political party shall not be a member of the Committee.

3.12.10 Mode of decision making:

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

3.12.10.1 The Committee shall take decisions after a majority vote.

3.12.10.2 In case of equal votes, the Chairperson shall have the decisive vote.

3.12.10.3 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 Director General, Social Welfare, Women Development and Bait-ul-Maal, Punjab whose decision shall be final.

3.12.11 General:

3.12.11.1 The Director General, Social Welfare Department 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.
3.12.11.2 The Director General, Department of Social Welfare, Government of the Punjab shall depute an officer to look into any written complaint; however, the final decision would be taken by the Director General, Social Welfare Department.

3.12.11.3 In case the advice of the Committee is ignored by the Incharge of Dar-ul-Aman, such matters shall be compulsorily referred to Director General, Department of Social Welfare, Government of the Punjab.

3.12.11.4 All information as to the name, address, age, contact, identity, education and work experience etc. of the committee members shall be maintained by the Department of Social Welfare, Government of the Punjab.

Whereas it is expedient and necessary in the public interest and for good governance to provide measures for improvement of efficiency and quality of services, the above guidelines are hereby approved.

(SHOAIB BIN AZIZ)
Secretary

Dated: 14-9-2007
Job descriptions of the staff of Dar-ul-Aman

1. Incharge Dar-ul-Aman
2. Warden/ Assistant Incharge
3. Psychologist/Counsellor
4. Legal Advisor
5. Accountant/Assistant
6. Security Guard (Chowkidar)
7. Naib-Qasid
8. Sweeper
9. Driver
4. Organisational structure and job descriptions:

In order to ensure the provision of quality services to the residents, all Dar-ul-AMans shall incorporate the following organizational structure along with the job description of each staff member.

4.1 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 residents.

g) Act as Secretary of the Advisory Committee.

h) Submit a monthly report to the Head office regarding the physical and financial aspects on the prescribed format.

i) Submit a monthly report to the Director Social Welfare Office/Appointing Authority on women residents and activities being carried out in the Dar-ul-Aman. The report must 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.

j) Maintain liaison with the relevant institutions in case of misbehaviour, threat to staff and/or residents and any other incident concerning security.

k) 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.
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.
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 counselling.

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.
Legal Advisor

Reporting officer: Incharge DuA

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.

e) 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.

f) If required, accompany residents to the court proceedings.

g) Maintain records of all lawyers on the panel and update residents' files including legal documents.

h) Provide a copy of the case file to the concerned resident and Incharge/Warden of Dar-ul-Aman.

i) Ensure effective coordination between the panel of lawyers, the concerned resident and the Incharge/Warden of Dar-ul-Aman.

j) Monitor the overall progress of each case.

k) Regularly update the residents with any progress to ensure that the residents have full knowledge of their case.

l) 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.
4.5 **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 Appointing Authority.

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.


4.6 **Security Guard (Chowkidar)**

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.

Ensure that a sense of security prevails amongst the residents and staff of Dar-ul-Aman.
4.7 Naib-Qasid (Male)

Reporting officer: Incharge Dar-ul-Aman

Naib-Qasid shall be responsible for the following:

a) Do outdoor activities and other work assigned by Dar-ul-Aman staff.

b) Bring 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 Incharge's 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.

4.8 Sweeper (Female)

Reporting officer: Incharge Dar-ul-Aman

Sweeper shall be responsible for the following:


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 cans, large and small plastic bags, soup, towels & buckets etc are clean and properly maintained.

4.9 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.
Record keeping forms for residents of Dar-ul-Aman

a. Admission Form
b. Discharge Form
c. Consent forms
Admission Form for Dar-ul-Aman

Name ___________________________ W/o ___________________________ D/o ___________________________

Ago __________ Name of her district of residence ___________________ Marital status: (Married) (Unmarried) (Widow)

Identity card Number ___________________________ Resident Number ___________________________

Accompanied by children: (Yes) (No) If yes total number of children ________ No. of Boys ________ No. of Girls ________

Educational background: (Illiterate) (Primary education) (Middle) (Secondary) (Higher secondary) (College)

Reason for coming to DuA: Referred by court, Self Referred, Referred by other source specify: _______________

Type of case: Divorce, Child custody, Court marriage, husood, others specify _______________

Needs Medical help: Yes No Needs Psychological help: Yes No Needs Legal Help: Yes No

General appearance: Shocked, not fully oriented, calm and composed, crying, perfectly normal

Read her the rights and responsibilities of the residents ask her if she has understood if not read them again

Any precious possessions deposited with the Incharge write their name and quantity:
1) ___________________________ 2) ___________________________ 3) ___________________________ 4) ___________________________

Packet of basic utilities delivered (towel, soap, dentonic powder, shampoo, sanitary napkins, comb): Yes No

Signature of the Incharge of DuA ___________________________ Signature & thumb impression of the resident ___________________________
Discharge Form of Dar-ul-Aman

Dar-ul-Aman ___________________ Date of discharge ___________________ Resident No. ___________________

Name________________________ w/o ___________________ d/o ___________________ Age ___________________

District of permanent residence ___________________

Reason for leaving: ___________________

Accompanied by ___________________ Relation ___________________

Address where she will live after leaving DuA ___________________

Permanent address of the relative if different from above ___________________ Phone number ___________________

Mental state of the resident ___________________ Physical state of the resident ___________________

Signature of Incharge DuA ___________________

Signature or thumb impression of the Resident ___________________

Signature or thumb impression of the Relative of resident ___________________

Copies attached

Copy of the court order if she leaves with the permission of the court
Copy of ID card of the relative attached
Consent form of the resident if she is leaving on her own will (not for court referred cases)
Consent form for non-court cases for leaving DuA for a short duration

Dar-ul-Aman __________________________ Date: __________________________

Name __________________________ W/o __________________________ D/o __________________________

Identity card Number __________________________ Resident Number __________________________

Reason for short leave __________________________

Permission granted to go out of DuA: date __________ Time __________ Exact time of return __________

Address of the place she wants to visit __________________________

Phone number to reach her when she is out __________________________

Signature of the Incharge of DuA __________________________

Signature & thumb impression of the resident __________________________

Time of return __________ If late reason for delay: __________________________

Signature of the Incharge of DuA __________________________

Signature & thumb impression of the resident __________________________
Consent form for non court cases for leaving Dar-ul-Aman permanently

Dar-ul-Aman __________________________ Date: __________________________

Name __________________________ W/o __________________________ D/o __________________________

Identity card Number __________________________ Resident Number __________________________

Reason for leaving DuA __________________________

Permission granted to leave DuA: date __________ Time __________

Address of the place she will reside after leaving DuA __________________________

Phone number to reach her __________________________

Signature of the Incharge of DuA __________________________

Signature & thumb impression of the resident __________________________