



DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT  
GOVT. OF NCT OF DELHI  
1-A, CANNING LANE, K.G. MARG, NEW DELHI  
(CHILD PROTECTION UNIT)

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**CHAPTER-V**

**STANDARD OPERATING PROCEDURE**

**FOR**

**FUNCTIONARIES WORKING IN**

**CHILD CARE INSTITUTION WITH RESPECT**

**TO**

**FOUND CHILDREN HOUSED**

**IN GOVT. & NGO RUN, CCI**

## INTRODUCTION

The Government of India enacted the Juvenile Justice Act in 1986. In 1989 the General Assembly of the United Nations adopted the Convention on the Rights of a Child (UNCRC) which includes the right of the child to be reintegrated into the society without judicial proceedings, where avoidable. Government of India ratified the UNCRC in 1992 and replaced the old law with the Juvenile Justice (Care and Protection of Children) Act in the year 2000 which was subsequently amended in August 2006.

The Juvenile Justice Act 2000 aims at providing a customized justice delivery mechanism for juveniles in conflict with law and children in need of care and protection. The Act advocates a child friendly approach in settlement of matters keeping in view the developmental needs of the child, thus bringing about a paradigm shift in the approach to juvenile welfare.

In compliance of the provisions stipulated in the Juvenile Justice Act 2000, Department of Women and Child Development is running several residential / custodial institutions for care, protection and rehabilitation of minor boys and girls. Children who are found living at public places like streets / markets / railway platforms etc. without any guardian or who have been abandoned by their parents or have run away from home or got separated from their families are brought to these institutions where efforts are made to reintegrate them back into their respective families and mainstream of the society while taking care of all their needs in a holistic manner.

The Standard Operating Procedures document is meant to act as a guidebook for practitioners in the field of child welfare. The document has been developed on basis of experience and practices of functionaries working in both Government and NGO run child care institutions. It primarily aims at clearly defining various procedures that needs to be followed by the functionaries working in child care institutions and the Child Welfare Committees for ensuring that prompt efforts are made in a time bound manner for re-uniting maximum number of children with their families in minimum possible time.



## OBJECTIVES

1. To formulate guidelines / modalities for facilitating restoration of children back to their families in an expeditious manner.
2. To develop a rapid response policy for officials working in the custodial institutions being run by the Department so that maximum number of children are reunited with their families in the shortest possible time
3. To clearly define various procedures to be followed by the functionaries working in child care institutions being run by the Department.
4. To streamline / standardize the process of restoration being followed in all the residential institutions being run by the Department under Juvenile Justice Act 2000.
5. To specify timelines for each and every action required to be carried out at various stages of restoration process so that all work is carried out in a time bound manner.



## STEPS INVOLVED IN RESTORATION OF CHILDREN

While dealing with children in need of care and protection, the functionaries working in child care institutions would abide by the following steps, procedures and timelines for safeguarding the best interest of the child in compliance of provisions contained in the Juvenile Justice Act 2000 and Rules thereof. The SOPs enumerated below stipulate some generic guidelines whereas some are intended for a particular category of children having specific requirements : -

### **Step I : Child's Admission in the institution :**

1. As soon as a child enters the institution, all efforts for tracing his/her family would commence immediately without waiting for CWC orders.
2. Full size photograph of the child in the same set of clothes he was wearing at the time of entry in the institution would be taken immediately. Subsequent to change of clothes another passport size photograph would also be taken. The initial photographs would be kept in case files at all times.
3. At the time of admission during 'jama talashi' procedure any valuables, money or articles of personal use found with the child would be kept in safe custody and an entry of list of articles taken into possession would be made in his case file as well as 'jama talashi' register. All the personal belongings of the child would be handed over to him/her at the time of discharge from the institution or would be disposed of as per Juvenile Justice Rules 52 and 53.
4. As soon as a child enters a government institution, his case would be assigned to a specific Welfare Officer who would look after his needs in a holistic manner. A mechanism for immediate allocations of cases would be developed and the same could be done by assigning specific age groups to specific Welfare Officers.
5. Preliminary interview with the child would be conducted by the Welfare Officer and the child would be presented before the CWC within 24 hrs of his arrival or on the next working day whichever is earlier. If the CWC is not in session, intimation about the arrival of the child would be given to CWC Chairperson / Member on phone. In absence of the concerned Welfare Officer his link officer would do the needful along with filling up of the intake form.

6. Wherever feasible, physical segregation of new incoming children from children who have been committed for long term care in the institution would be ensured. The needful could be facilitated by making living/sleeping arrangements of newly admitted children in a separate dormitory till their cases are pending before the Child Welfare Committees.

**Step II : Interview and counseling :**

The concerned Welfare Officer would conduct detailed interview with the child to gather maximum information about his family background and address including major landmarks around his house for tracing his family within two working days of the child's admission. The Superintendent would make a House Father responsible for familiarizing the child with the institutional set up and ensuring that articles of daily use like clothes, locker, bedding, utensils, soap etc. are made available to him immediately to ease his stay in the institution. An older child could also be made his guide/mentor/friend to further help him deal with issues related with day to day life in the institution.

A counseling session would be conducted by the concerned Welfare Officer /qualified counselor/psychologist as per availability within twenty four hours of admission or next working day whichever is earlier for facilitating his/her adjustment in the institutional life and taking care of his emotional needs. A child requiring long term psychological intervention would be referred to the mental health unit for sustained counseling sessions.

**Step III : Tracing the family :**

Steps for tracing the families of children and processes involved therein have been worked out for four categories of children in need of care and protection which are as under :-

- (i) **Children whose families are residing in Delhi**
- (ii) **Children belonging to states other than Delhi**
- (iii) **Children belonging to foreign countries**
- (iv) **Children with special needs**



