

# **Guidelines**

## **for the Dar-ul-Amans in Punjab**

(Shelter Homes for Women in Distress)



Social Welfare & Bait-ul-Maal Department  
Government of the Punjab  
Pakistan

# Dar-ul-Aman guidelines

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## Dar-ul-Aman guidelines

### Guidelines for the improvement of the functioning of the Dar-ul-Amans in the Province established by Social Welfare & Bait-ul-Maal Department

#### PREFACE

Women constitute more than half 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 & Bait-ul-Maal Department established Dar-ul-Amans (women shelter homes) in all 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, these Guidelines have been formulated with the technical assistance of the German Agency for Technical Cooperation (GTZ) in 2007. The concerned line Departments, lawyers and NGOs, such as the Aurat Foundation, Shirkat Gah, Dastak and MdM also gave their invaluable inputs for establishing these standards. Since then lessons have been learnt from Monitoring and Evaluation cycles conducted with the support of Médecins du Monde (MdM). Therefore the guidelines have been revised in 2015.

#### 1. DEFINITIONS

- 1.1 **“Resident”** shall mean a woman and/or her minor child admitted to the Dar-ul-Aman.
- 1.2 **“Incharge”** shall mean the Superintendent of the Dar-ul-Aman entrusted with the day to day running affairs of the Dar-ul-Aman.
- 1.3 **“Court”** shall mean any court of competent jurisdiction within the territorial limits of the Islamic Republic of Pakistan.
- 1.4 **“Rules and procedures”** shall mean any rules and/or procedures framed by the Social Welfare Department, Government of the Punjab under these Guidelines.
- 1.5 **“Crises cases”** shall 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

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court) or traumatized women who need immediate psychiatric help. In case of a life threat (self referred case) immediately inform the area police.

- 1.6 **“Informed consent”** shall mean that the women coming to the 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.
- 1.7 **“Residential area”** shall mean the part of the building that is reserved to the residents of the Dar-ul-Aman. It shall include the residents’ bedrooms, the washrooms, a kitchen, a service room and/or a classroom, a leisure room.
- 1.8 **“Administrative area”** shall mean the part of the building that is reserved for the Dar-ul-Aman management and the visitors.
- 1.9 **“Public area”** shall mean a space (indoor or outdoor) within the boundary walls of the Dar-ul-Aman, at the exclusion of residential and administrative area.

## **2. PRINCIPLES**

These are the underlying objectives which shall be achieved while working for the protection and the empowerment of the women residing in the Dar-ul-Amans.

- 2.1 The protection and well-being of the residents shall be the first and foremost priority.
- 2.2 These guidelines shall ensure the protection of the rights and the dignity of the residents.
- 2.3 All the 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.
- 2.4 Beneficence (do good) and non-maleficence (do no harm) shall be the essential purpose of working with the residents.
- 2.5 The residents shall be given opportunities to participate in all decisions pertaining to their life and well-being.
- 2.6 Decisions shall be taken after obtaining an informed consent from the residents.
- 2.7 Records and identity of the residents shall be kept confidential to ensure privacy, respect and dignity of the residents.
- 2.8 The residents shall not be used for publicity etc. even if it is for the image building of the Dar-ul-Aman.
- 2.9 Crisis cases shall be addressed on a priority basis without any undue delay.
- 2.10 In cases of conflict of interest, priority shall be given to the protection and the well-being of the residents.

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- 2.11 There shall be no discrimination on the basis of class, caste, religion, and/or profession of the residents.
- 2.12 Periodic appraisals shall be incorporated in the management system of the Dar-ul-Amans to maintain the quality of services for the residents.

### **3. GUIDELINES FOR THE DAR-UL-AMAN STAFF**

- 3.1 Apart from ensuring smooth functioning of the Dar-ul-Amans these guidelines have been formulated to guarantee the protection of the residents from possible mistreatment on part of service providers or Dar-ul-Aman Incharge or staff and/or any threat from the abusers and/or their accomplices.
- 3.2 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.
- 3.3 The Dar-ul-Aman Incharge shall ensure provision of the following services (described in the fifth section of these guidelines) to its residents either directly (as per provision of PC-1 for the Dar-ul-Amans) or through referrals:
  - a) Psychological counselling and other healing practices
  - b) Medical treatment or medication
  - c) Legal aid
- 3.4 Each Dar-ul-Aman Incharge 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 providers (referral services) and the residents. The Dar-ul-Aman Incharge 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, including the Incharge)
  - c) Support services (professional, technical or logistic)
- 3.5 The Social Welfare Department, Government of the Punjab shall ensure that the Incharge shall not hold any other additional charge or responsibility.
- 3.6 The Social Welfare Department, Government of the Punjab, shall ensure the security of the staff and the residents of the Dar-ul-Aman through close liaison with the District governments.
- 3.7 All Dar-ul-Aman staff shall respect the Rules, responsibilities and regulations as described in the annex.
- 3.8 The Social Welfare Department, Government of the Punjab shall ensure training of the Dar-ul-Aman staff through regular training sessions in order to ensure a continuous improvement in the quality of services. The Dar-ul-Aman staff shall also be encouraged to identify their training needs through periodic appraisals.
- 3.9 Each Dar-ul-Aman Incharge shall ensure that the staff members actively participate in trainings and preferably on the following topics:

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

### **4. GUIDELINES TO DEAL WITH THE RESIDENTS**

- 4.1 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 the 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.
- 4.2 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 residents.
- 4.3 Confidentiality of the residents is to be maintained, thus names addresses or any other identifying information about the residents or the family must not be discussed within the Dar-ul-Aman, other institutions and media.
- 4.4 Decision as to which information, pertaining to the residents, can be shared and with whom shall only be taken after consultation with the residents.
- 4.5 The residents shall never be used to advance the interest of the Dar-ul-Aman or any service provider. Using the residents in such a manner would be considered as exploitation and would make the offender liable to appropriate legal action.
- 4.6 Confidentiality of the residents must be maintained through strict control over the records of the residents. Records shall be accessible only to the concerned staff of the Dar-ul-Aman and those who have been authorized by the residents in this regard.
- 4.7 The residents shall have a free and easy access to their records and files.
- 4.8 Only those persons with relevant expertise shall address the needs of the residents.
- 4.9 The residents shall be provided with all and full information pertaining to her case (legal, medical, psychiatric) and no information shall be withheld from the residents.

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- 4.10 Decision of the residents shall not be influenced in any way.
- 4.11 All the 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.
- 4.12 In case of adult residents, the consent of the resident should be taken as final.
- 4.13 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*.
- 4.14 The residents shall be provided private, secure, and comfortable atmosphere to discuss their situation and to identify possible options for future course of action.
- 4.15 Room allocation for the residents shall be carried out after dividing the residents in groups: the single residents and the residents with children.

## 5. THE RESIDENTS' RIGHTS

- 5.1 All the 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.
- 5.2 All the residents shall have access to public areas within the Dar-ul-Aman. The 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 Dar-ul-Aman Incharge, declaring that Dar-ul-Aman shall not be responsible for the safety of the residents while the residents are 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. The residents will have to fill in the consent form for short leave.
- 5.3 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. The Incharge shall ensure that such cases are provided with proper security before they leave the Dar-ul-Aman premises.
- 5.4 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, the Dar-ul-Aman Incharge shall be allowed to curtail the freedom of movement of the said resident.
- 5.5 The 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 residents in writing on a prescribed form excluding court cases.

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- 5.6 The 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.
- 5.7 The residents shall have access to telephone facilities, however, usage of mobile phones shall not be allowed. The residents shall be provided with facilities to send; and receive correspondence through post and/or courier. The Dar-ul-Aman shall observe and respect the privacy of all correspondence or communication of the residents.
- 5.8 The residents shall be entitled to make complaints, suggestions or 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.
- 5.9 All matters which the residents wish to communicate under this sub-rule shall be so communicated in writing and addressed to the Dar-ul-Aman Incharge.
- 5.10 In case a complaint is raised by any resident against the Dar-ul-Aman Incharge, 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.
- 5.11 All the 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 residents, in any form whatsoever, including information kept electronically and shall be provided with copies of any such record on request.
- 5.12 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.
- 5.13 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.

## **6. PROTECTION GUIDELINES (see Annexes)**

## **7. SERVICES TO THE RESIDENTS**

These are the specific services that shall be provided to the residents by the Dar-ul-Aman. In specific cases, these services can be provided through referral systems.



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### **7.1 Medical care**

- 7.1.1 The Dar-ul-Aman staff shall maintain regular contact with voluntary doctor(s) (preferably female) or part-time Dar-ul-Aman doctors, including gynaecologist, of the nearest possible government hospital or a private clinic.
- 7.1.2 The Dar-ul-Aman Incharge shall arrange regular visits by a lady doctor and maintain liaison with her to address the medical needs of the residents.
- 7.1.3 The Dar-ul-Aman Incharge shall maintain liaison with the nearest government hospital to which the residents may be sent in case of an emergency.
- 7.1.4 Medical examination of each resident shall be carried out at the time of admission to the Dar-ul-Aman.
- 7.1.5 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. One copy shall be kept in the Dar-ul-Aman record.
- 7.1.6 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.
- 7.1.7 A pharmacy, with basic medicines, shall always be at the disposal of the doctor visiting the Dar-ul-Aman.
- 7.1.8 The Dar-ul-Aman Incharge shall ensure vaccination in collaboration with the Health Department.
- 7.1.9 In case of a pregnant resident, the Dar-ul-Aman Incharge shall ensure pre and post natal care from a well reputed Government or Non-Government Hospital.
- 7.1.10 In case of child birth, the Dar-ul-Aman Incharge shall make adequate arrangements for the child to be born in a Government or Non-Government hospital in proximity to the Dar-ul-Aman.
- 7.1.11 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.
- 7.1.12 The Dar-ul-Aman Incharge shall ensure the regular conduction of awareness sessions by doctors. These sessions should tackle the following topics: general and personal hygiene, EPI-vaccination, skin problems and scabies, diarrheal diseases, Tuberculosis, dengue fever, sun or heat stroke, pregnancy, ANC/PNC, contraception methods, etc.

### **7.2 Psychological support**

- 7.2.1 The Dar-ul-Aman Incharge shall ensure that the psychological condition of each resident is assessed during the first consultation. Regular psychological service shall be provided afterwards upon needs.

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- 7.2.2 Counselling sessions, individual and in group, shall be arranged for each resident who expresses need and consent in this regard.
- 7.2.3 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.
- 7.2.4 The psychologist may refer residents to psychiatric hospital in case of mental illness (within the first three days of admission). The Dar-ul-Aman Incharge shall maintain liaison with the psychiatric department of a governmental hospital in close proximity to the Dar-ul-Aman.

### **7.3 Legal aid**

- 7.3.1 Legal advice and assistance shall be provided to each resident who is in need of such help and gives an informed consent to the Dar-ul-Aman Incharge in this regard.
- 7.3.2 The 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.
- 7.3.3 Volunteer lawyer shall maintain a regular liaison with the Bar Councils, judiciary, Law and Human Rights Department, Districts Government, NGOs and members of the Civil Society in order to seek help for the residents with regard to their cases.
- 7.3.4 The Dar-ul-Aman Incharge shall ensure that the volunteer lawyer clearly understands and abides by the terms of reference notified by the Social Welfare Department for the pool of lawyers.
- 7.3.5 Volunteer lawyer shall provide the residents with a regular update of their cases pending before the courts.
- 7.3.6 Volunteer lawyer may act as a mediator between the resident and her family if the resident gives consent to such an initiative on part of the volunteer lawyer.
- 7.3.7 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.
- 7.3.8 The Dar-ul-Aman Incharge shall ensure the regular conduction of awareness sessions by volunteer lawyers to the residents on women's and children's rights and on pro-women laws in Pakistan and Punjab.

### **7.4 Security**

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

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- 7.4.2 The Social Welfare Department, Government of the Punjab shall ensure that security guards with licenced arms are providing security round the clock to the staff and the residents of the Dar-ul-Aman.
- 7.4.3 The 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.
- 7.4.4 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.
- 7.4.5 The Dar-ul-Aman Incharge shall also make appropriate security arrangements, in liaison with the SHO of the nearest Police Station, for patrolling around the Dar-ul-Aman and for the residents who attend court hearings, especially in cases where danger is apprehended.

### **7.5 Vocational training**

- 7.5.1 The Dar-ul-Aman Incharge 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.
- 7.5.2 The Dar-ul-Aman Incharge shall also liaise with Sanatzar and other vocational training institutes.

### **7.6 Other services or facilities**

- 7.6.1 All communal areas at the Dar-ul-Aman shall be freely accessible to all the residents at all times without any restriction unless necessitated by repair or maintenance work. The residents shall be offered the possibility to visit public area (as defined under the first section of these guidelines) at least twice a week.
- 7.6.2 The Incharge shall ensure that a strict hygiene routine is followed by all the 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.
- 7.6.3 The Incharge shall ensure that leisure rooms are equipped with at least one Television maintained in good working order, books, newspapers, board or card games for free use by the residents.
- 7.6.4 All rooms shall have hygienic conditions. They shall be well ventilated and regularly cleaned.
- 7.6.5 The residents 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 or lentils and fruit. Provision for drinking water at appropriate temperature shall be made at all meal times.
- 7.6.6 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

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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.

- 7.6.7 The Incharge shall also ensure a safe storage for cash and/or jewelry belonging to a resident. Such items shall be stored against a receipt of items or cash. Personal belongings kept in the Dar-ul-Aman safe shall be returned to the resident upon departure from the Dar-ul-Aman after signature of receipt.
- 7.6.8 The Incharge shall maintain appropriate transportation which shall be resumed for use of the residents and the staff of Dar-ul-Aman only for official purposes.
- 7.6.9 If 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.
- 7.6.10 If considered appropriate by the Dar-ul-Aman Incharge, a resident shall be accompanied by a woman constable who shall be asked to escort the resident under formal request by the Dar-ul-Aman Incharge.
- 7.6.11 The Incharge shall maintain a first aid facility for the residents. The Incharge shall ensure regular training sessions for the residents and the staff of the Dar-ul-Aman on the first aid facility.
- 7.6.12 The Incharge shall ensure the installation and maintenance of fire extinguishers as well as the training by Rescue 1122 for the Dar-ul-Aman staff on the use of these extinguishers.

## **8. ACTIVITIES FOR THE RESIDENTS**

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

### **8.1 Educational, religious and vocational training**

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

### **8.2 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.

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### **8.3 Socio-educative activities for the children**

According to their age, each child residing with his/her mother in the 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.

### **8.4 Recreational activities**

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

### **8.5 Income generating activities**

- 8.5.1 Women must be given information on income generating activities and availability of jobs.
- 8.5.2 The Dar-ul-Aman Incharge shall ensure adequate opportunities for display and sale of products made by the residents.
- 8.5.3 The money collected from the selling of the products made by the residents will be given to them.

## **9. PROCEDURES**

### **9.1 Admission**

- 9.1.1 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.
- 9.1.2 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 the Dar-ul-Aman if she gives her consent<sup>1</sup>.
- 9.1.3 The residents taking refuge in the Dar-ul-Aman accompanied by their children<sup>2</sup> will be entitled to keep them in the institution.
- 9.1.4 Each Dar-ul-Aman shall maintain a proper record pertaining to the admission of each resident.
- 9.1.5 The Dar-ul-Aman Incharge shall ensure that an admission form is completed and signed by each and every resident without any coercion and pressure.

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

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

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- 9.1.6 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.
- 9.1.7 Applicants must put their thumb impression on the application even if they have signed the same.
- 9.1.8 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.
- 9.1.9 The Dar-ul-Aman Incharge 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.
- 9.1.10 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 or the Assistant Incharge to the person on duty in case of duty outside working hours and on off-days.
- 9.1.11 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 endanger<sup>3</sup> other residents may not be admitted. The decision for the women who are not in possession of a court referral to stay in the Dar-ul-Aman shall be made within 3 days by the Incharge, after consulting the legal advisor, the doctor and the psychologist of the 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 the Dar-ul-Aman, she would be, at short notice, referred to another appropriate social welfare institution available in the province of Punjab.

## 9.2 Duration of stay

- 9.2.1 The duration of the stay for a resident at the Dar-ul-Aman shall be limited to three months.
- 9.2.2 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

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

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recommendations after having regard to the particular residents' circumstances including but not limited to their age, background and general medical health etc.

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

9.2.4 This will not be applicable to court cases.

### **9.3 Discharge**

9.3.1 The residents 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.

9.3.2 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.

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

### **9.4 Working days and hours**

9.4.1 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.

9.4.2 The 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.

9.4.3 The Incharge should moreover be accessible at any time when the residents are in need of special assistance.

### **9.5 Compliance with internal rules of the Dar-ul-Aman**

9.5.1 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.

9.5.2 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.

9.5.3 Corruption, threat, emotional or 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.

## **Dar-ul-Aman guidelines**

- 9.5.4 Disciplinary action can also be taken by the Social Welfare Department, 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.
- 9.5.5 Immediate action will be taken against the Dar-ul-Aman staff, referral services providers, the staff of public institutions, consultants and volunteers working with the residents found guilty of abusing their power.
- 9.5.6 All service providers shall respect Rules, responsibilities and regulations as described in the annex.

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.

Date:

**Haroon-ur-Rafique**  
Secretary  
Social Welfare & Bait-ul-Maal  
Government of Punjab



## Dar-ul-Aman guidelines

### Annexes

#### Annexes should contain:

- **Minimum Standards**
- **Protection Guidelines**
- **DUA Rules, Responsibilities and Regulations**
- **TORs of Advisory Committees**
- **TORs of Complaints Management Committees**
- **TORs of Pool of Lawyers**
- **Categories of violations**
- **Weekly diet menu**