

F. NO.15011/34/2012-SC/ST-W  
GOVERNMENT OF INDIA/BHARAT SARKAR  
MINISTRY OF HOME AFFAIRS/GRIH MANTRALAYA  
NORTH BLOCK NEW DELHI /CS DIVISION

New Delhi, 10<sup>th</sup> May, 2012

OFFICE MEMORANDUM

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**Subject: Advisory on discrimination and racial profiling faced by Indian citizens North Eastern States in some parts of the country – Measures needed to curb – regarding**

'Police' and 'Public Order' are State subjects under the Seventh Schedule (List-II) to the Constitution of India and, therefore, the State Governments and UT Administrations are primarily responsible for prevention, detection, registration, investigation and prosecution of all crimes within their jurisdiction. The Union Government, however, attaches the highest importance to matters relating to the prevention of crime; and therefore, the Union Government has been advising the State Governments/ UT Administrations from time to time to give more focused attention to the administration of the criminal justice system with emphasis on prevention and control of crime.

2. A sizeable number of persons belonging to the North Eastern States are residing in metropolitan cities and in major urban areas in the country for education and employment. It is reported that people originating from these North-Eastern States are facing discrimination as they are addressed with derogatory adjectives or face discrimination in the form of targeted attacks, assault, molestation and other atrocities. This has caused considerable anguish and distress in the minds of the people from the North East. Hence, It is of utmost importance that this feeling of insecurity and negativity in the minds of these people should be assuaged by an adequate and proactive response that would not only reassure them but would also prove that the Government would not tolerate discrimination in any form. A significant number of citizens from the North East also belong to the Scheduled Tribes and any atrocity against them should also be dealt with under the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act.

3. The Government of India has been advising the State Governments from time to time regarding the steps that need to be taken to afford a greater measure of protection to the Scheduled Castes and Scheduled Tribes. The advisories issued earlier with particular reference to crimes against SCs/STs are available on the web-site of the Home Ministry. The latest advisory which is F. No. 15011/48/2009-SC/ST-W dated 1<sup>st</sup> April 2010 may be referred to in this regard.

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4. These advisories, inter-alia, commend sensitization, and training of the police personnel/ law enforcement agencies; minimizing delays in investigation of cases of atrocities against SCs/STs and improving the quality of investigation; recruitment of sufficient number of persons belonging to SCs/STs/minorities as police personnel; programmes for creating awareness among vulnerable sections of the society and legal recourse open to them; adopting appropriate measures for swift and salutary punishment to public servants found guilty of neglect of duty and violence against SCs/STs; setting up of special courts; and improving the effectiveness of schemes developed for the welfare and rehabilitation of SCs/STs who are victims of crime.

5. Through the aforesaid advisories, the State Governments were also requested to undertake a comprehensive review of the effectiveness of the machinery in tackling the issues of SCs/STs and to take appropriate measures aimed at increasing sensitivity and responsiveness of the law enforcement/ law and order machinery. No doubt, State Governments/UT Administrations have taken some measures in this regard but these measures need to be strengthened, so that citizens from the North East feel secure, enjoy their human rights and live their lives with dignity and respect that every citizen of India deserves.

6. The Government of India is deeply concerned by the discrimination and crimes against the weaker sections of society, particularly those originating from the North East, and would therefore emphasize that urgent action should be taken by the Police as they have a major role to play as first responder. Hence immediate action is required to be taken by the State Governments and UT Administrations on the following matters:

- A. There should be a clear 'Zero Tolerance Policy' as far as crime against 'Weaker Sections' in general and those from North Eastern States in particular are concerned.
- B. Many problems can be prevented in the initial stages itself by proactive action as in the case of eye teasing, stalking or sending obscene SMSs etc. if the person is contacted and firmly advised to cease and desist from harassing individuals.
- C. Quick action by the police would restore confidence not only of the victim but also of the community and send a clear message to the accused that such behaviour would not be tolerated. When complaints are received from a person belonging to the North East, particularly from women, the level of sensitivity and response should be of an even higher level.
- D. As citizens from the North East generally congregate in certain areas or pockets, it is essential that an outreach programme should be in place. The Deputy Commissioner of Police of the Division or Superintendent of Police of the District should personally supervise the programme. They should hold periodic meetings

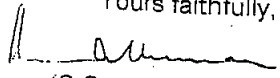
with community leaders of such groups and address the issues raised in such meetings. Officers-in-charge of Police Stations must hold regular quarterly meetings with these community leaders. Beat Officers should be sensitized to establish close interaction with the community leaders of the residents from North East so that they are aware of the problems and can take appropriate action or report to their superiors.

- E. Toll-free Helplines should be made available to access the police. However at times it is possible that the complainants may not be able to communicate in the local language. In such cases, the services of any officer or any other operator conversant with English must be provided.
- F. Area Security Committees comprising community leaders and stakeholders, representing both the local residents as well as citizens from the North East, should be constituted to meet regularly under the aegis of the area police.
- G. Where necessary, action under the law or preventive action under the Cr.P.C. should be initiated and, if the victim is a ST, then section 3 of the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act can be invoked. When a case is made out, it should be immediately registered and investigated on a day-to-day basis and finalised.
- H. Where a complaint or if any information is received from a citizen hailing from the North East regarding a cognizable offence and no follow-up action is taken, then a serious view should be taken against the police officer concerned and also against the Officer-in-charge of the Police Station and if the complainant is a member of the Scheduled Tribe, then the provisions of section 4 of the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act should be invoked.

7. You are requested to kindly issue suitable directions to all concerned under intimation to this Ministry. It is further requested that action taken in this regard may be reviewed by the State Governments and UT Administrators and outcomes of periodic reviews may kindly be intimated to this Ministry.

The receipt of this letter may kindly be acknowledged immediately.

Yours faithfully,




(S Suresh KUMAR)  
Joint Secretary to the government of India  
Ministry of Home Affairs, North Block  
New Delhi - 110001  
Tel. No. 23093410  
E mail: [jscs@nic.in](mailto:jscs@nic.in)

( P.D )

To,

1. The Chief Secretaries of all State Governments and UT Administrations
2. The Principal Secretary/ Secretary (Home) of all State Governments and UT Administrations.
3. Copy also for information and necessary action to:
  - i. The DGs / IGs (In-charge of Prisons) - All State Governments/ UTs for information and necessary.
  - ii. Ministry of Social Justice and Empowerment, Shastri Bhawan, New Delhi.
  - iii. Ministry for Development of North East Region (DONER), New Delhi.
  - iv. Secretary, National Commission for STs, 4, Deen Dayal Upadhyaya Marg, New Delhi-110 002
  - v. JS(Judicial), JS(PM), JS(P-I), JS(P-II) of Ministry of Home Affairs

  
(S Suresh KUMAR)

Joint Secretary to the government of India  
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**SECRET**

**F A X MESSAGE**

- TO: 1. THE CHIEF SECRETARIES OF ALL STATE GOVERNMENTS AND UNION TERRITORIES**
- 2. DIRECTOR GENERALS OF POLICE OF ALL STATE GOVERNMENTS AND UNION TERRITORIES**
- 3. COMMISSIONER OF POLICE, DELHI**

**FROM: AJAY KANOJIA, DEPUTY SECRETARY (NORTH EAST) MINISTRY OF HOME AFFAIRS, NORTH BLOCK, NEW DELHI – 1.**

**F.NO.11012/110/2012-NE.IV**

**DATED: 3<sup>RD</sup> JUNE 2013**

I AM DIRECTED TO STATE THAT A NUMBER OF INCIDENTS OF ATTACKS ON CITIZENS FROM NORTH EAST INDIA TOOK PLACE IN VARIOUS PARTS OF THE COUNTRY IN AUGUST 2012. IN ORDER TO AVOID SUCH INCIDENTS IN FUTURE, AN ACTION PLAN FOR PROVIDING SECURITY TO CITIZENS FROM NORTH EAST INDIA BY STATES/UNION TERRITORIES AND ALSO PERCEPTION MANAGEMENT PLAN IS BEING SUGGESTED FOR IMPLEMENTATION WHICH ARE AS UNDER:-

**SECURITY PLAN**

1. INCREASING VISIBLE SECURITY AT THE PLACES WHERE THE CITIZENS FROM NORTH EAST STUDY, WORK OR RESIDE IN VARIOUS PARTS OF THE COUNTRY BY THE CONCERNED STATE GOVERNMENTS/UNION TERRITORIES.
2. MAINTAINING UTMOST VIGIL IN COMMUNAL AND HYPER SENSITIVE AREAS WITHOUT GIVING ANY ROOM FOR SPREADING OF RUMORS INCITING COMMUNAL PASSION.
3. MONITORING OF SOCIAL NETWORKING ON A DAILY BASIS FOR DETECTION OF MALICIOUS MAILS BY CONCERNED STATE GOVERNMENTS/SIB/IB/DG CERT-IN. THE INTELLIGENCE ORGANIZATIONS MAY BE TASKED TO ASSESS THE MOOD AND TEMPER OF THE PEOPLE FROM NE STATES AND THEIR GRIEVANCES, ETC. ON A REGULAR BASIS.
4. THE SUPERTENDENT OF POLICE/ADDITIONAL COMMISSIONER OF POLICE/DEPUTY COMMISSIONER OF POLICE OF THE SENSITIVE DISTRICTS MAY BE DESIGNATED AS NODAL OFFICER FOR INTERACTION WITH THE REPRESENTATIVES OF PERSONS/ASSOCIATIONS BELONGING TO NORTH EASTERN STATES FOR UNDERSTANDING THEIR GRIEVANCES IF ANY. DUTIES OF NODAL OFFICERS MAY BE AS UNDER:-

(1)

- A) HOLDING MEETINGS ONCE IN TWO MONTHS IN THEIR RESPECTIVE AREAS WITH THE STUDENTS/RESIDENTS FROM NORTH EAST STATES AND SEND MINUTES OF MEETINGS TO THE ADDITIONAL DIRECTOR GENERAL OF POLICE/COMMISSIONER OF POLICE WITH COMMENTS/RECOMMENDATIONS.
- B) STUDENTS AND OTHER PERSONS FROM THE NORTH-EAST SHOULD ALSO BE ENCOURAGED/CALLED FOR THE REGULAR MEETINGS WITH RESIDENT WELFARE ASSOCIATIONS ETC AT THE POLICE STATION AND DISTRICT LEVEL.
- C) BEAT OFFICERS AND PCR STAFF DEPLOYED IN AREAS IN WHICH THERE ARE POCKETS OF CITIZENS BELONGING TO THE NORTH-EAST STATES NEEDS TO BE PROPERLY SENSITIZED BY THE SHO/IN-CHARGE OF THE AREA. THE REPRESENTATIVES OF THE NORTH EASTERN WELFARE ASSOCIATIONS, WHEREVER THESE ASSOCIATIONS EXIST, SHOULD BE ENCOURAGED TO CONFIDE TO THE POLICE EVEN MINOR INCIDENTS INVOLVING THE PEOPLE FROM NORTH EAST.
- D) PEOPLE FROM NORTH-EAST MAY BE ENCOURAGED TO USE THE HELP LINES FOR ACCESSING POLICE ASSISTANCE IF REQUIRED. WIDE PUBLICITY BE GIVEN FOR DESIGNATED HELPLINES. WOMEN FROM THE NORTH-EAST MAY ALSO BE ENCOURAGED TO SEEK HELP OF WOMEN HELP DESK SET UP AT ALL POLICE STATIONS ACROSS DELHI/OTHER PLACES.
- E) A WEBSITE UNDER THE SUITABLE NAME OF STATE POLICE FOR EXAMPLE POLICE FOR NORTH EAST.COM (POLICEFORNORTHEAST.COM) INDICATING THE NAME OF THE STATES/UT/METRO CITIES NEEDS TO BE LAUNCHED SO THAT COMMON PEOPLE AS WELL AS STUDENTS AND EMPLOYEES FROM NORTH-EASTERN STATES CAN LOG IN AND PUT FORTH THEIR GRIEVANCES AND SUGGESTIONS.
- F) STATE GOVERNMENT/UTS MAY ORGANIZE SENSITIZATION PROGRAMMES FOR ALL RANKS OF STATE/UT POLICE DURING IN-SERVICE TRAINING, BASIC COURSES, AND PROMOTIONAL COURSES. GUEST-SPEAKERS FROM NORTH EAST MAY ALSO BE INVITED DURING THESE PROGRAMMES. BESIDES BEHAVIOURAL TRAINING PROGRAMMES FOR BEAT/DIVISION OFFICERS ON REGULAR BASIS WILL BE ORGANISED. DURING THESE TRAINING PROGRAMMES, VICTIMS OF POLICE APATHY, PARTICULARLY FROM THE NORTH-EASTERN STATES MAY BE INVITED TO INTERACT WITH THE TRAINEES TO GIVE THEM AN IDEA ABOUT THEIR FEELINGS.
- G) ABOVE SUGGESTED STEPS NEED TO BE HIGHLIGHTED IN THE LOCAL MEDIA AS WELL AS NORTH-EASTERN NEWS PAPERS AND REGIONAL CHANNELS TO DISSEMINATE MESSAGE AND THE EFFORTS MADE BY

H) AN OFFICER OF THE RANK OF ADDITIONAL DIRECTOR GENERAL OF POLICE/ JOINT COMMISSIONER OF POLICE MAY BE DESIGNATED TO REVIEW THE REPORT OF NODAL OFFICER ON MONTHLY BASIS REGARDING IMPLEMENTATION OF ABOVE SECURITY PLAN. MEETINGS OF SENIOR POLICE OFFICERS SHOULD BE HELD WITH THE STUDENTS/RESIDENTS FROM NORTH EASTERN STATES, ON REGULAR BASIS, AND MINUTES OF THESE MEETINGS MAY ALSO BE SENT TO THE DGSP OF THE NE STATES, WITH INSTRUCTIONS TO DISSEMINATE THESE INPUTS, WHICH WOULD HELP IN INFUSING CONFIDENCE AMONG THE PARENTS/GUARDIANS BACK IN THE HOME STATES (NE) AND REMOVE ANY PANIC REACTION IN CASE OF ANY MINOR ABERRATION. THIS EXERCISE WOULD ALSO SEND A MESSAGE THAT THE RESPECTIVE STATE GOVERNMENTS ARE PROACTIVE IN PROTECTING THE INTERESTS OF THE NE STUDENTS/PEOPLE.

I) DIRECTOR GENERAL OF POLICE/COMMISSIONER OF POLICE OF THE CONCERNED STATES/UTS MAY REVIEW SECURITY PLAN PERIODICALLY.

J) STATE GOVERNMENTS/UTS MAY SEND QUARTERLY REPORT IN REGARD TO IMPLEMENTATION OF SECURITY PLAN TO THE MINISTRY OF HOME AFFAIRS.

**MEDIA PLAN/PERCEPTION MANAGEMENT PLAN CULTURAL/EMOTIONAL EXCHANGE PROGRAMME**

(I) VARIOUS CULTURAL COMMUNITY PROGRAMMES MAY BE ORGANIZED TO ENCOURAGE THE PEOPLE FROM NE STATES TO MIX WITH THE LOCAL POPULACE, MAINLY THROUGH ACTIVE PARTICIPATION IN LOCAL FESTIVALS AND CELEBRATIONS.

(II) INCORPORATING SIGNIFICANT CONTRIBUTIONS OF CITIZENS FROM NORTH- EASTERN STATES IN THE RESPECTIVE STATE/UT/ IN THEIR OFFICIAL MAGAZINE/NEWSLETTER.

(III) INVITING PROMINENT SPEAKERS/JOURNALISTS FROM NORTH EASTERN STATES/INSTITUTIONS IN THE SEMINARS/WORKSHOPS BEING CONDUCTED BY THE STATE GOVERNMENT/UTS.

(IV) CONDUCTING CULTURAL YOUTH EXCHANGE PROGRAMMES INVOLVING YOUTH (PARTICULARLY 12-21 YEARS) FROM OTHER STATES/UTS TO NORTH EASTERN STATES AND VICE VERSA.

(V) VISIT OF JOURNALISTS FROM OTHER STATES TO NORTH EASTERN STATES AND VICE VERSA/UTS.

(VI) PROGRAMMES THROUGH UNIVERSITIES/PRIVATE PLAYERS/ORGANISATIONS TO PROMOTE NATIONAL INTEGRATION AND COMMUNAL HARMONY IN THE STATES/UTS.

5. INTELLIGENCE BUREAU AND DG CERT IN SHALL KEEP CLOSE WATCH ON SOCIAL NETWORKING AND ALSO OTHER IDENTIFIED ANTI-INDIA SITES. A PERIODICAL REPORT TO BE SENT TO MHA AND BE SHARED WITH CONCERNED MINISTRIES/STATES/AGENCIES AND ALSO TAKING PRE-EMPTIVE ACTION.

6. IT IS REQUESTED THAT NECESSARY ACTION MAY KINDLY BE TAKEN FOR IMPLEMENTATION OF ABOVE ACTION PLAN UNDER INTIMATION TO THIS MINISTRY BY 30<sup>TH</sup> JUNE 2013.

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(AJAY KANOJIA)

DEPUTY SECRETARY TO THE GOVERNMENT OF INDIA

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COPY FOR INFORMATION AND NECESSARY ACTION TO;

1. DIRECTOR, INTELLIGENCE BUREAU, NEW DELHI
2. DIRECTOR GENERAL, COMPUTER EMERGENCY RESPONSE TEAM (CERT), IN.

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