

**GOVERNMENT OF PUDUCHERRY
POLICE DEPARTMENT**

STANDING ORDER NO. 1/2013

**GUIDELINES TO THE INVESTIGATING OFFICER WHO IS
DEALING THE CASES ON MISSING PERSONS AND
UNIDENTIFIED DEADBODIES**

INTRODUCTION:

A large number of complaints on missing persons are reported in Police Stations of UT of Puducherry. In addition, some dead bodies are recovered in the UT without any identification card/mark/proof on them. Thus it is important to make sincere and systematic efforts to trace out the missing persons and identify the unidentified dead bodies. The following instructions must be strictly complied with and kept in mind while handling cases of missing persons and recovery of unidentified dead-bodies.

MISSING PERSON DESK AT P.S. LEVEL

All the SPs/CIs/SHOs will ensure that the SHO/Duty Officer on duty in Police Station will handle the complaints of missing persons. A signage of 'MISSING PERSON DESK' will be placed on the wall in the Duty Officer room. The SHO-II (*if there is no SHO-II is posted, SHO-I*) of the PS will closely monitor the Missing Person Desk, who is also nominated as Juvenile Welfare Officer of the PS. He will ensure that action is initiated as per the Standing Order on receipt of a complaint and ensure that the records are meticulously maintained and the efforts are made by the DO and IOs to trace the missing person. The functioning of this desk should be regularly monitored/reviewed by SHOs and CIs/SPs and timely instructions and assistance should be provided to the concerned officers.

STEPS TO BE TAKEN BY THE INVESTIGATING OFFICER ON RECEIPT OF INFORMATION REGARDING MISSING PERSON

The following steps will be taken immediately on receipt of information regarding a missing person. It will be important to keep in mind that initial efforts within 15 days of the complaint will be of critical importance, and hence will be closely co-ordinated and monitored by all concerned:-

1. A Missing Report should be entered in the General Diary at once, clearly mentioning the date and probable time when he/she was noticed to be missing.
2. Missing report to be taken under the head of man/woman missing in the same columns and in similar formats of 154 Cr.P.C. In this Report, all the details of the missing person including name, parentage, age, height, complexion, sex, clothes worn and any special mark of identification, etc should be incorporated. The photograph of the missing person and the contact number of the complainant/relative should be obtained and placed on file.
3. Copies of the Missing (FIR) in the prescribed format to be sent by concerned Police Stations to CI, SP and to DMPU(District Missing Persons Unit), which will function under the control of District SSP.
4. Copies should also be sent to the UT level MPS (Missing Person Squad). This squad will function under control of SSP (C&I), at UT HQ. (CRB / PHQ).
5. The Police Control Room, Crime Record Bureau (CRB), National Crime Record Bureau (NCRB) should be informed immediately. The format (circulated by NCRB and CBI) in this regard will be filled up.
6. A W.T. Message will be flashed on all India level with the detailed description of the victim.
7. Information will also be shared with the CBI, where a Cell relating to missing children/persons has been set up in CBI as per the directions of the Hon'ble High Court (Website: www.cbi.nic.in)
8. Hue and Cry notices should be prepared and issued.
9. The I.O. should immediately begin enquiries from persons present at the scene or last seen, also friends, acquaintance and relatives of the missing person, collect the details of possible suspects and question them without loss of time.

10. Cell phone details, if any, of the missing person should also be immediately obtained for further investigation to ascertain his/her whereabouts.
11. Photographs of the missing person should be given wide publicity at all the prominent outlets of the city/town/village concerned, at the railway stations, Inter-State Bus Stands, Airport, on buses. This should be done promptly and in any case not later than one week of the receipt of the complaint. But in case the missing person is a girl/woman, prior written permission of parents/guardian/husband shall be taken before the photograph is published/broadcast.
12. Publicity should be given in surrounding areas using loud-hailers, if necessary.
13. All necessary publicity should be given in News Papers/Electronic Media. Publicity should also be given through local Cable TV Network.
14. The parents/family members/friends and relatives should be examined to find out the probable cause of disappearance of the person.
15. It will be important to scrutinize the missing person's computer, diaries etc., if any, and his personal belongings for any clue. This exercise, of course, should be done with the concurrence of the family members/complainant.
16. In case of missing minors, areas/spots of interest such as Market, Beach, Parks, Games Parlours, etc. should also be searched.
17. If available, surveillance/security cameras (CCTV) in the vicinity of the scenes or last seen should also be scanned.
18. Any person having inimical terms with the missing person should be examined.
19. The Police Officer handling the Missing Report should remain in touch with the complainant/family members to ascertain if any demand for ransom has been received.
20. Whenever foul play is suspected a case shall be registered under relevant sections of law and investigated.
21. Enquiries should be made from the neighboring Police Stations about any unidentified dead body found or information about missing persons admitted in the hospitals.
22. Enquiries should also be made from the local hospitals about unidentified injured persons admitted in the hospitals.
23. Poor House, Children Home, Mortuaries in hospitals, NGO's record, etc. should be checked for the missing person.

24. *In appropriate cases, a declaration of reward for furnishing clue about the missing person should be announced.*
25. *The Investigating Officer of the Missing complaint should periodically keep in touch with the complainant to update him on the efforts made, ascertain further clues, if any, and also to find out if the missing person has since returned on his/her own.*
26. *In case the missing person is traced, the Police Control Room, District Missing Persons Unit (DMPU) and Missing Persons Squad (MPS) should be informed immediately for updating the record and for discontinuing the search.*

MISSING PERSONS HELPLINE

100 number of Police Control Room need to be popularized for this purpose as people can pass information on it immediately. The Police Control Room will inform the vans under their control, Missing Persons Squad (Crime Branch), DPTU, concerned PS/CI/SP. Anyone can lodge a complaint on this Help Line Number regarding Missing Persons, besides reported to Police Stations or Police Posts *irrespective of Jurisdictions.*

On receipt of any call regarding a missing person on this number, the following action will be taken:-

a) Duties of the Police Staff at the Helpline:-

1. Obtain the full description of missing person with complainant's contact number and address.
2. Advise the caller to give the full detail of missing person along with photographs to the Police Officer who will be contacting them.
3. Inform the:
 - PCR (Police Control Room), & Central control rooms(CCR).
 - District Missing Person Unit, Puducherry and Karaikal.
 - Concerned Police Station through their District Control Room.
4. A register will be maintained for entry of the calls received with victim's details and complainant's contact number and address etc.,

5. Update the progress of the action taken by the police on the complaint including feedback from the Police Station.
6. Guide the complainant suitably when he/she calls up subsequently about progress of the case.

b) Duties of Police Station staff:-

1. Quickly depute one emergency officer SI/ASI/HC to contact the complainant and collect all the details about the victim including photograph.
2. Enter the missing report immediately in the General Dairy.
3. Register the case at the earliest, if the complaint is:
 - Upto the age of 18 yrs (both girls and boys)
 - If any suspicion is reported.
4. Conduct a thorough enquiry/Investigation.
5. Initiate all other steps required to be taken on a Missing Report as per the Standing Order.
6. Guide the complainant suitably when he/she calls up subsequently about progress of the case.
7. In cases of missing of women if Investigating Officer is not a woman officer then a woman officer must be associated in the questioning or in appropriate cases, the relatives may remain present. Briefly, atmosphere must be created in which a girl feels comfortable and not hesitant in disclosing relevant information.

c) Complainant and e-mails

- 1) Victim can also lodge complaint/ information on official e-mail of the Police officers provided on the Police website. The concerned officer after receiving such information will send it to concerned Police station immediately and inform the SHO telephonically also.

REGISTRATION OF A CRIMINAL CASE

- 1) As regards further action on the complaint regarding a missing person, registration of a case will be **mandatory** in case of all missing children of the age upto 18 years. A Female officer should preferably be entrusted with the investigation of a case related to a minor girl. If there is no female officer is available than they should have one female HC or PC attached with him to internet with the victim.
- 2) The I.O shall make all necessary efforts to reach at the root of the matter. The minor child shall be treated as child in need of care and protection and will be produced before the Child Welfare Committee.
3. Both PLSA and the Pondicherry Police shall ensure that the Supreme Court interim directions/guidelines pertaining to missing/ kidnapped children passed in Writ Petition (Crl.) No.610/1996 (Horilal Vs. Commissioner of Police, Delhi) and in the case of Lalita Kumari Vs. State of U.P. & Ors. (Writ Petition (Crl.) No.68/2008) are strictly complied with.

DURATION OF ENQUIRY INTO MISSING REPORTS

- a) The local police will keep the search continued till the missing person is located.
- b) Missing report in respect of any person, once recorded in the relevant register maintained in the Missing Persons Squad [MPS], and the DMPU, will be kept open till he or she is located.
- c) If a criminal case is registered into the missing of a person, it will be kept open till the investigation into all known aspects of that case is complete, and the case registered will be treated as a Special Report Case and its investigation is closely monitored by supervisory levels including the concerned District SSP.
- d) The progress of enquiry/investigation will be periodically reviewed.

MISSING PERSONS REGISTER

A separate register of Missing Persons shall be maintained at each Police Station for record. This register should be maintained uniformly in all Police Stations as per Missing report registered under the head of Missing Person. The SHO/CI/ and SP should scrutinize this register at frequent intervals and guide the officers dealing with the missing reports. They shall also evaluate the circumstances accompanying each case and order registration of criminal case whenever appropriate.

COMPUTERISED RECORD OF MISSING PERSONS

The record of missing persons at each police station will be computerized. The data available in each Missing Persons File will be uploaded to the computer maintained at the police station for this purpose. It will be the responsibility of each I.O. to ensure that efforts are made towards tracing the missing persons, besides maintaining it in the Missing Persons File, is also uploaded on the computer. The SHO and SHO-II of the police station will ensure that the computerized record of missing persons is maintained up-to-date and available for scrutiny by supervisory officers as and when felt necessary.

SUPERVISION BY SHOs /CI AND SP

- a) All concerned SP/CIs and SHOs will supervise the efforts made in such cases on a day-to-day basis. This will be ensured particularly during the first 15 days of receipt of the complaint. They will give necessary directions/instructions in writing to the IO's in their supervisory notes. They will also attach the copies of such supervisory notes in the concerned *Missing Person case papers*.
- b) All SP/CIs and SHOs will ensure that the copies of all the DD entries of departure and arrival in such cases are attached with the concerned missing file.
- c) All SHOs will also ensure that the record of missing persons as well as forms of traced out missing persons are filled up and sent to the DMPU immediately.
- d) All SP/CIs and SHOs will ensure that notice boards are appropriately displayed in the Duty Officers Room of all the Police Stations with the details of missing person neatly and prominently written thereon.

DISTRICT MISSING PERSONS UNITS

District Missing Persons Units (DMPU) have been created in both districts of UT of Puducherry under incharge of an Inspector. These DMPUs will be closely supervised by the District SP. Further, the DMPUs have been provided with a web based computer programme and broadband connection for uploading the information of missing persons and unidentified dead bodies.

MISSING PERSONS SQUAD

For handling centrally all information all over UT of Pondicherry related to missing persons, the "Missing Persons Squad" will function under the Crime

Branch under the overall supervision of SSP(C&I). The SP(CID) will supervise the MPS on a day-to-day basis. MPS will be headed by an Inspector.

- a) The Missing Persons Squad (MPS) shall monitor the uploading of data regarding persons reported missing and unidentified persons and will prepare fortnightly and monthly reports in this regard.
- b) It will maintain close links with District Missing Persons Unit (DMPU) and ensure that uploading of data and matching of missing persons with UIDBs/persons found is carried out effectively.
- c) The In-charge MPS will match the information regarding missing persons with the data available with the MPS and if matched it should be communicated to the concerned police station. A weekly diary about matched/traced persons should be sent to SP(CID).
- d) The MPS will also prepare data relating to UT of Pondicherry and share it with other agencies like CBI, NCRB etc.
- e) It will also analyze the data to locate any pattern/trend that may exist with regard to the number/age/sex/profile of persons reported missing from a particular area as well as for entire UT of Pondicherry.
- f) It will maintain liaison with Child Welfare Committees to reconcile/match information about children rescued/traced.
- g) All Districts Missing Person Units (DMPUs) shall prepare a fortnightly report and send to the in-charge of the Missing Persons Squad. In-charge MPS shall prepare a consolidated report of all the Districts and put up the same to SSP(Crime/Intelligence) on a fortnightly basis.

DUTIES OF DISTRICT POLICE (PUDUCHERRY & KARAIKAL).

- a) The DMPU of the district will function under supervision of the District SSP concerned.
- b) Both District SSP will be responsible for monitoring of uploading of information regarding cases of kidnapped and missing children.
- c) They will match the missing persons' record with the data of unidentified dead-bodies found.
- d) Both District SSP will study the pattern of disappearance of children, particularly girls in the district. If anything points towards an organized operation in the disappearance of children, it will immediately alert all officers of the concerned area and launch operations to collect intelligence & apprehend the persons involved.

- e) Both District SSP will interact with the SSP(C&I) and discuss the pattern of disappearance of children in the city and exchange intelligence about gangs, if any.

CRIME AND INTELLIGENCE BRANCH

At the central level in the Pondicherry Police, the Crime Branch will have similar functions relating to the entire UT of Pondicherry. This Section in the CID will analyse patterns, gather intelligence which will have ramifications, ascertain angles of trafficking and organized crime and maintain liaison with other central agencies dealing with the matter.

COORDINATION WITH POLICE OF OTHER STATES

The area/jurisdiction of many police stations in UT of Pondicherry touches with TN, AP and KERALA. All concerned SP/CIs/SHOs will ensure that the details of missing persons and victims are sent through special messengers to neighbouring District Crime Record Bureaus and also to SOs of Police Stations of neighbouring states (including I/Cs of all the Police Posts of these Police Stations). In case of any information or clue to be followed up, the I.O. will be immediately dispatched to tie up with the concerned police station of a neighbouring State/District. In appropriate cases where involvement of any organized gang is suspected, the AHT Unit of the CID will maintain necessary liaison with the police of other States and the CBI.

CHILDREN IN NEED OF CARE

In the efforts by police in respect of missing minors, it will also be important to identify "Run-away Children", "Abandoned Children" "Neglected Children" and such "Vulnerable Children" who are often found roaming around places where they are particularly exposed to abuse and exploitation such as railway stations, traffic junction etc. Their vulnerability increases due to a lack of support structures - family or otherwise. Proper identification, provision of care and support, and a 'safe place' is vital for them. Child Welfare Committees, constituted by the Pondicherry Government, maintain the record of all rescued children (children in need of care and protection). These children are, under the JJ Act, the children in need of care and attention, which should be given to them, and necessary action should be taken by all concerned as per the guidelines issued in S. O. No.1/2000. For coordinating the issue of "Children in need of Care" at the Police Station level, the IInd SHO & the Juvenile Protection Officer of the Police Station shall act as the Nodal Officers. They will coordinate & supervise all issues/cases pertaining to such children & study the pattern emerging out of these cases at the Police Station level, and report the same to the SHO and CI/SP as well as to the DMPU and District

SPs. The Nodal Officers at the police station will talk to the returned or recovered children in detail to ascertain any angle of crime or offence or gang, and report the same to the SHO and CI/SP as well as to District SSP.

CO-OPERATION FROM NGO'S AND OTHER ORGANIZATIONS:

- a) Designated NGOs (NGOs approved by the Puducherry Government)(Annexure-A), should be intimated in cases where girl is minor and an allegation of sexual assault comes to notice.
- b) In places where vulnerable groups of children are found in large numbers, a mechanism could be evolved in partnership with non-governmental organizations and social workers, whereby apart from rendering counseling to them, awareness-raising activities are also carried out. This would not only instill confidence in them but also strengthen them and given them special protection so that they are in no way lured by external agencies/factors.
- c) In order to make the investigative procedures concerning missing children more transparent and user-friendly, it would be preferable for the police investigating team to involve the community at large, such as representatives of Panchayati Raj Institutions/Municipal Committees/ Commune Panchayat/ Neighbourhood Committees/ Resident Welfare Associations, etc., in addition to existing help-lines. This will enable the community to get fully involved along with the police in tracing missing children.
- d) Periodic interface will also be maintained with Principals, teachers and students of the area by SP/CIs and SHOs to sensitize them about Do's and Don'ts for children.

STEPS TO BE TAKEN BY THE INVESTIGATING OFFICER IN CASE OF RECOVERY OF AN UNIDENTIFIED DEAD BODY.

In the event of recovery of an unidentified dead body, the following steps will be taken by the Investigating Officer:-

1. A General Diary entry should be entered at the Police Station or Police Post as soon as the information is received and the SHO/CI/SP be informed immediately.
2. Since Puducherry Police is already registering a proper case in the format of 154 CrPC, U/s 174 CrPC for the purpose of enquiry, it should not be delayed.
3. In case of suspicion over UIDB, relevant Penal Sections can be added for investigation U/s 154 CrPC.

4. The scene of crime shall be visited by the SHO/CI/SP.
5. The dead body will be photographed from different angles. Care should be taken to ensure that the face and identifying marks are captured clearly in the photographs. Photographs must be of high-quality taken on a superior quality digital camera. Where possible, services of a private photographer be engaged so that high-quality photographs are taken which are lucid and clear when transmitted by computer etc.
6. The dead body will be sent for autopsy to ascertain the cause of death, duration since death, age etc. and if needed, Doctor/Medico Expert report be requested to preserve limb of the deceased for DNA purposes.
7. UIDB Form should be filled up immediately and sent to MPS & DMPU.
8. All relevant information have to be filled up.
9. A site plan of the place of finding dead body and articles found around it should be shown therein.
10. The search slip of the deceased will be prepared and sent to the Finger Print Bureau to ascertain the identity of the deceased from records of FPB. Even if the skin is contracted or wrinkled due to decomposition, the search slip should be prepared and the doctor be requested to remove the skin. All the 10 digits should be sent to the Finger Print Bureau.
11. The unidentified dead body shall be preserved for at least 72 hours in the mortuary and all efforts will be made to get it identified.
12. Wireless Messages shall be flashed to all SHOs, CI and SP in District SSsP in UT of Pondicherry and to all District SSsP in India.
13. Enquiries will be made at the place of recovery of the unidentified dead body regarding the circumstances under which the body was recovered.
14. Hue & Cry notices with the photograph of the deceased will be distributed.
15. Wide publicity should be given through the Electronic and Print Media. SCRB and NCRB shall also be informed about the recovery of UIDB.
16. Declaration of suitable reward for anyone who aids in identifying the dead body in deserving cases should be got declared.
17. The clothes, ornaments and other articles found on the deceased shall be preserved. Any birth mark, scar, tattoo mark, Dhobi/Tailor Mark on the clothing, deformity on the body etc. shall be clearly recorded.
18. All the articles found on the body and around shall be taken into possession as pieces of evidence.

19. In cases of hanging, the mode and the height of point of suspension shall be clearly recorded. Opinion of Autopsy doctor on the load bearing capacity of rope/cloth etc. used for hanging be sought. Also the autopsy surgeon be asked to opine on the correspondence between the ligature mark and the ligature used.
20. In cases of drowning, the depth of water and presence of any foreign matter sticking to the body shall be mentioned. Autopsy surgeon's opinion be sought whether the drowning is forced, accidental or suicidal.
21. In cases of poisoning, search for the container shall be made. Vomited material, stool, nails hair etc. shall also be preserved and sent for forensic analysis.
22. The District Missing Persons Unit (DMPU)/Missing persons Squad (MPS) shall be informed to check if any person of similar description is missing from any other police station. If so, his/her relatives/acquaintances should be informed.
23. The unidentified dead bodies shall be taken to the nearest hospital for examination by the doctor and it shall be shifted to the morgue only after the doctor declares the person dead. However, this would not be required in case of recovery of a decomposed dead body.
24. If the body bears injuries, the autopsy surgeon will be requested to opine on the following:-
 - a) The nature of injuries i.e. ante-mortem or post-mortem and whether sufficient to cause death.
 - b) Whether the injuries are homicidal, suicidal or accidental.
 - c) Whether the injuries are self-inflicted or otherwise.
 - d) Other queries can be added as per requirement in the investigation of the case.
25. Keeping in view the autopsy report and the circumstances of the case, the SP, CI, SHO and I.O. should examine whether it is a case of homicidal, suicidal, accidental or natural death.
26. If it is a case of cognizable crime, a case should be registered forthwith under the appropriate sections of law and taken up for investigation.
27. If the deceased is identified, his/her relatives and acquaintances shall be contacted to find out the possible reasons for the death.

REGISTER OF UNIDENTIFIED DEAD BODIES

In the UT of Pondicherry, all unnatural death/unidentified dead bodies are getting registered u/s 174 Cr.P.C in the format similar to 154 Cr.P.C. Thus these cases are being properly inquired and all papers, case dairies are also maintained. The SHOs, CI and SDPO/SP shall scrutinize this register frequently and ensure that all requisite steps to identify the body have been taken. Whenever required, they shall initiate further legal action as per circumstances of the case and proceeded with proper investigation under relevant provisions of IPC etc.

CO-OPERATION FROM PUBLIC

Co-operation of members of Residents Welfare Associations, active NGOs and village commune panchayat & other public spirited persons in the area should also be enlisted in these efforts.

NODAL OFFICER:-

In pursuance of F.No.15011/60/2011, Govt. of India/MHA/North Block-New Delhi/CS division, dated 31st January 2012, vide para 6, DIGP(L&O) has been nominated as a Nodal Officer for the Missing Children of this Union Territory. SSP(L&O), Karaikal, C&I will send fortnightly progress report under the compliance of above advisory of Govt. of India to DIG in a Uniform Pattern (format) so that required reply can be sent to the Govt./Court etc, in a time bound manner. As to have effective implementation of this S.O., concerned District SsP and SSP(C&I) will be supervised by DIG/Nodal Officer.

This will supersede all Standing Orders on this subject matter.


20/2/13
(RANVEER SINGH KRISHNIA, IPS)
INSPECTOR GENERAL OF POLICE

To
All SDPOs & SPs / CIs / SHOs of Law and Order & AWPS, Puducherry /
Karaikal / Mahc / Yanam.

Copy to:

The Dy. Inspector General of Police (Admn.), Puducherry.
The Dy. Inspector General of Police (AP&T), Puducherry.
The Sr. Supdt. Of Police (L&O), Puducherry.
The Sr. Supdt. Of Police (C&I), Puducherry.
The Sr. Supdt. Of Police, Karaikal.