

RESOURCE DIRECTORY

TO ASSIST
WOMEN AND CHILDREN FACING VIOLENCE
IN MUMBAI



Compiled by
City Core Group - Mumbai
with assistance from the
Commonwealth Human Rights Initiative



CHRI
Commonwealth Human Rights Initiative
working for the *practical* realisation of human rights in
the countries of the Commonwealth

Commonwealth Human Rights Initiative

The Commonwealth Human Rights Initiative (CHRI) is an independent, non-governmental, non-profit organisation headquartered in New Delhi, with offices in London, United Kingdom, and Accra, Ghana. Since 1987, it has worked for the practical realization of human rights through strategic advocacy and engagement as well as mobilization around these issues in Commonwealth countries. CHRI's specialisation in the areas of Access to Justice (ATJ) and Access to Information (ATI) are widely known. The ATJ programme has focussed on Police and Prison Reforms, to reduce arbitrariness and ensure transparency while holding duty bearers to account. CHRI looks at policy interventions, including legal remedies, building civil society coalitions and engaging with stakeholders. The ATI looks at Right to Information (RTI) and Freedom of Information laws across geographies, provides specialised advice, sheds light on challenging issues, processes for widespread use of transparency laws and develops capacity. CHRI reviews pressures on freedom of expression and media rights while a focus on Small States seeks to bring civil society voices to bear on the UN Human Rights Council and the Commonwealth Secretariat. A growing area of work is SDG 8.7 where advocacy, research and mobilization is built on tackling Contemporary Forms of Slavery and human trafficking through the Commonwealth 8.7 Network.

CHRI has special consultative status with the UN Economic and Social Council and is accredited to the Commonwealth Secretariat. Recognised for its expertise by governments, oversight bodies and civil society, it is registered as a society in India, a trust in Ghana, and a public charity in the United Kingdom.

Although the Commonwealth, an association of 54 nations, provided member countries the basis of shared common laws, there was little specific focus on human rights issues in member countries. Thus, in 1987, several Commonwealth professional associations founded CHRI.

Through its research, reports, advocacy, engagement, mobilisation and periodic investigations, CHRI draws attention to the progress and setbacks on rights issues. It addresses the Commonwealth Secretariat, the United Nations Human Rights Council members, media and civil society. It works on and collaborates around public education programmes, policy dialogues, comparative research, advocacy and networking on the issues of Access to Information and Access to Justice.

CHRI's seeks to promote adherence to the Universal Declaration of Human Rights, the Commonwealth Harare Principles and other internationally recognised human rights instruments, as well as domestic instruments supporting human rights.

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Sanjoy Hazarika, International Director

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AUTHORS
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This resource directory is a joint effort of the City Core Group (CCG) and the Commonwealth Human Rights Initiative (CHRI).

The CCG network organizations are the heart of this effort. They provide information, invaluable perspective, and foster unity and cohesion that enables the CCG to be a participatory and effective network. In this context, we would particularly like to thank Advocate Jaya Menon of the Centre for Legal Services and Women's Networking for her immense contribution to the CCG initiative and Shri Vilas Tupe, Asst. Commissioner of Police [Retd], for his guidance and help.

Most of the CCG members have helped to compile the contacts for this directory. We specially thank Tata Institute of Social Science's Resource Centre for Interventions on Violence against Women, Society for Nutrition, Education and Health Action, AKSHARA Centre, Young Women's Christian Association, Centre for Enquiry Into Health and Allied Themes-DILAASA, MRSM Legalis and the District Legal Services Authority (Mumbai) for their contributions.

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Dolphy D'souza

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I. THE CITY CORE GROUP INITIATIVE IN MUMBAI

The City Core Group (CCG) is a Mumbai-based network of civil society organizations, lawyers and activists focused on mobilising to respond to issues of violence against women and children, including domestic violence. The CCG was formed in 2018. The Commonwealth Human Rights Initiative (CHRI), which works on enhancing access to justice, helps to steer the CCG.

The CCG started its journey with only six members. The network has now grown to more than 50 organisations spread across Mumbai. The CCG meets every month to share knowledge and resources, and learn from experiences. The network's primary objective is to assist members, and victims of violence, with vital information on rights of women and children, the duties of concerned stakeholders under different laws, and provide referrals with the purpose of connecting members, or victims, or anyone affected with the police and other state authorities as needed.

The network is committed to facilitate mobilisation, build knowledge and generate awareness on legal provisions among its members, to help strengthen interventions made with local groups and communities. A regular feature of all CCG meetings are capacity building sessions for members that are delivered by resource persons on laws and technical areas. These sessions focus on learning laws such as the Protection of Women from Domestic Violence Act, 2005; Protection of Children from Sexual Offences Act, 2012; Sexual Harassment at Workplace Act, 2013, Right to Information Act, 2005, Family laws, Muslim Personal law; and discussion around connected areas such as policy and legal prescriptions on police reform, or case work documentation.

The CCG also works to build networks with state institutions and local communities, to generate awareness on legal rights vis-a-vis policing. It has initiated dialogue with the Mumbai Police on several occasions. CCG members have been trained to work as Paralegal Volunteers with the Mumbai District Legal Services Authority (DLSA) and have also assisted the DLSA with a project on missing children. It has also organised awareness programmes for community-based groups and also with educational institutions.

II. RESOURCE DIRECTORY: AIM AND PURPOSE

Reflecting on the challenges faced by women and child survivors affected by and/or facing violence, including domestic violence, and support persons or organisations in accessing stakeholders or systems, the CCG recognised the need for a comprehensive directory of resources available in Mumbai.

This resource directory is a small endeavour seeking to aid survivors, police, lawyers and activists by providing the following:

- Information of all CCG members who can be contacted by women and children affected by violence, including domestic violence survivors.
- A complete list of service providers to which survivors can be referred.
- Contact details of police stations and senior police officers of Mumbai Police.
- List of Protection Officers under the Protection of Women under Domestic Violence Act, 2005.
- List of Helpline Numbers

III. CITY CORE GROUP MEMBERS

The CCG is composed of more than 50 members, comprising of civil society organizations, lawyers and activists working on women and child rights. The contact details of CCG members who can be approached are provided in the table below.

LIST OF CITY CORE GROUP (CCG) MEMBERS	
<p>Adv. Roshani R Tandale Designated as Additional Public Prosecutor at High Court of Mumbai Associated earlier with Centre for Legal Services Contact No: 9819599788 Email: roshanitandale7@gmail.com Specialization: Gender Based Violence (Domestic violence and family matters) and Child Rights</p>	<p>Adv. Aileen Savina Marques High Court Advocate and Panel Lawyer to the DLSA, Mumbai Contact No: 9833254638 Email: aileen.marques@gmail.com Specialization: Specializes in Family law, domestic violence act, child protection laws, sexual offences and criminal law. She is also a trainer and resource person for crimes against women and children</p>
<p>Adv. Tina Victor Paul Associated with Rahat Legal Aid. Contact No: 9819488248 Email: tpaul530@gmail.com Specialization: Provide free legal guidance in cases of sexual offences and domestic violence</p>	<p>Adv. Sanjay Waghmare Associated with Rahat Legal Aid. Contact No: 9920585124 Email: adv.sanjaywaghmare@gmail.com Specialization: To provide free legal guidance to victim of sexual, domestic and persecution of minorities and to conduct legal training and awareness to empower society</p>
<p>Adv. Naomi Nathan Contact No: 7498374288 Email: naominats@gmail.com Specialization: Provide legal counselling/ guidance in custody matters and children in conflict with law</p>	<p>Adv. Susan Dias Contact no: 9820106758 Email: shuegul@hotmail.com Specialization: Counselling and guidance in cases of family disputes including couples</p>
<p>Adarsh Foundation Sujata Sawant Contact No: 9773097564 Email: sujatasawant77@gmail.com Specialization: To work for community development and women empowerment through skills training and small scale businesses and also conduct community awareness programs</p>	<p>Adv. Vidya Patil Also Associated with Sakhya Women's Guidance Cell Contact No: 8097401678 / 7620005448 Email: vidyapatil15@gmail.com Specialization: Counselling on Domestic Violence and legal guidance and interventions</p>

LIST OF CITY CORE GROUP (CCG) MEMBERS

<p>Anita Shetty Mahila Dakshata Samiti (Kurla) & Lets Feed Mumbai. Contact No: 9967710444/ 9870455722 Email: anitaanilshetty@gmail.com Specialization: Counselling on domestic violence, sexual harassment, drug addiction, spousal disputes and family disputes. Assistance to lodge complaints at police station and rehabilitation of survivors</p>	<p>Centre for Legal Services Adv. Jaya Menon Also associated with Womens Networking Contact No: 9820616760 Email: jayamenon1@gmail.com Specialization: Provides legal assistance in cases of domestic violence, senior citizens disputes with children, matrimonial matters and property matters</p>
<p>Asha Mahila Shakti Pratishthan Asha Bi Shaikh Contact No: 9869563125 Email: shaikhasha40872@gmail.com Specialization: Women Empowerment, Health and Hygiene</p>	<p>Grace Gonsalves Social Activist Contact No: 9773172263 Specialization: Social Activist with very good contacts with the Railway Police in the Eastern Suburbs of Mumbai</p>
<p>Chuim Community Centre Address; Nirmala Niwas Chuim Village Road, Khar-Danda Mumbai 400 052 Sr. Benedicta Saldanha Contact No: 9969378803 Adv. Rushila Rebello Contact No: 8806829940 Email: chuimcommunitycentre@gmail.com Specialization: Empowering the vulnerable sections of communities with programmes as SHG, Day care centre for children, Legal guidance and counselling</p>	<p>Civic Studios Anushka Shah & Roohi Bhatia Contact No: 9920387807, 022- 62606800 Address: A-801, Crescenzo, G Block BKC, Bandra Kurla Complex, Bandra East, Mumbai Email: roohi@civicstudios.com Website: https://civicstudios.com/ Civic Studios is a Mumbai based production house that tells stories in the genre of 'Civic Entertainment', i.e. stories which bring citizens and government together, to help build better democracies. They create fiction/creative non-fiction stories in the form of films, television shows, web-series, and short-form digital content</p>
<p>Annie Cardoz Contact No: 8291136540 Email: annie.p.cardoz@gmail.com Specialization: Trained in Forensic criminology and research. Specializes as a trainer on issues of Child rights and policies, women empowerment, LGBTQIA+ Rights and conducts sessions on prisoner rights</p>	<p>Bharatiya Muslim Mahila Andolan Noorjehan Niaz Safia Contact No: 9833072690 Email: noorjehan.sn1@gmail.com Khatoon Shaikh Contact No: 9224313819 Address: Kherwadi Road, Opp. Sitladevi Mandir, Bandra East, Mumbai -51 Specialization: Legal aid and Counselling. Specializes in Muslim Personal Laws</p>

LIST OF CITY CORE GROUP (CCG) MEMBERS

<p>Dev Kripa Mandal Sr. Catherine Contact No: 022 2444 6162/ 8097283404 Address: Canossa Convent, M M Chotani Marg, Mahim, Mumbai, Maharashtra 400016 Email: devkripacanossa@gmail.com Specialization: Cases of domestic violence, community outreach/work, counselling and skills development trainings for women</p>	<p>Desh Seva Samiti Adv. Avisha Kulkarni Contact No: 022 28781043 Address: 25/4, Divya Jyoti, Shastri Nagar Rd Number 2, Shastri Nagar, Goregaon West, Mumbai, Maharashtra 400104 Email: deshsevasamiti@gmail.com Specialization: Deals with cases of Domestic violence, sexual assault, property matters (senior citizens & women)</p>
<p>Florencio Dsouza Associated with Police Reforms Watch Contact No: 9594525495 Email: flor_dsouza@yahoo.co.in Specialization: Health care and Civic concerns. Conducts awareness programs and Organizes regular health camps. Well networked with hospitals and health care centres and helps mobilize affordable or free medical care to marginalized communities</p>	<p>IC Women's Welfare Association Yvonne Dsouza Contact No: 9820771539 /02228937476 Email: yvonne16@rediffmail.com Specialization: Assistance in domestic violence Cases, education to underprivileged children and supporting senior citizens with good connect with the local police stations in Borivali</p>
<p>Gaodevi Mahila Vikas Foundation Saira Sheikh Also Associated with Sanghamitra Contact No: 9221999595 Address: Guru Nagar, Nr. Ajmeri Masjid, Gaodevi Dongri, Andheri West Mumbai – 400058 Email: sairasheikh3475@gmail.com Specialization: Guidance on issues of domestic violence and other violence against women issues</p>	<p>Joining Dots Organisation Nirmala Thakur Contact No: 9819852024 Email: nirmala.kiran.thakur@gmail.com Specialization: Welfare of female sex workers, medical and health assistance to HIV+ve, TB and cancer patients. Also, works towards eradication of human trafficking and child labour</p>
<p>Justice Ventures International (JVI) Prem Raaj Contact No: 9833960328 Swati Parshuram Tapase Contact No: 9833960328 Email: praaj@justiceventures.org Website: https://justiceventures.org/ Specialization: Legal Aid to Women & Children, Bonded Labourers, Anti Human Trafficking/ Sex Trafficking. JVI has partnered with local organizations and global stakeholders to fight human trafficking and other forms of extreme injustice in slum communities in Mumbai</p>	<p>Jeevan Life Seva Sanstha Prashant Abhang Contact No: 9867288999 Email: prashant.sa912@gmail.com Yogesh Bondarde Contact No: 9773431237 Email: yogeshbondarde@gmail.com Website: http://www.jeevanlifesevasanstha.org/ Specialization: Empowerment of marginalized sections with focus on the tribal communities in the areas of employment, legal guidance and awareness</p>

LIST OF CITY CORE GROUP (CCG) MEMBERS

<p>Konkan Mahila Vikas Rashmi Bhavsar Contact No: 9819222851 Email: rashmibhavsar10122@gmail.com Specialization: Community Development, education and counselling in family disputes</p>	<p>Donita Quadros Contact No. 9004000980 Email: donita.quadros93@gmail.com Specialization: Criminologist and social worker. Specializes in dealing with police procedures, gender based violence and violence against children</p>
<p>Maharashtra Ghar Kaamgar Vikas Sangathna Suresh Patil Contact No: 9224662747 Email: sureshpatil04@gmail.com Specialization: Mobilization of domestic workers and advocate for labour rights. In addition building capacities and guidance towards accessing government schemes</p>	<p>MRSM LEGALIS Adv. Santosh Mariyapaul Contact No: 9922977262 / 9867855156 Address: 202, Marina Building, Off Hill Road, near Lucky Restaurant, Bandra West, Mumbai 400050 Email: mrsmlegalis@gmail.com Specialization: Guidance in property related matters, Family Disputes, Agreements, Contracts, Domestic Violence, Divorce, Adoption, Drafting of various Legal documents</p>
<p>Parivartansheel Sanstha Panjabrao Gawai Contact No: 7738589212 Email: parivartansheelsanstha@gmail.com Specialization: Capacity Building and empowering homeless communities. Works on social guidance and assistance on issues of violence against women and children</p>	<p>Hema Kasare and Rupali Kasare Para Legal Volunteers and Social workers Contact No: 9833204551 Specialization: Guidance in cases of domestic violence, family disputes and helping citizens in dealing with the police</p>
<p>Men Against Violence and Abuse (MAVA) Harish Sadani Contact No: 9870307748 Address: Santosh Building, Room NO. 21, 3rd Floor, L.J. Road, Shivaji Park, Dadar W Mumbai 400028 Email: saharsh267@gmail.com mavamumbai@gmail.com Website: http://mavaindia.org Specialization: MAVA has been sensitizing, engaging and mentoring young men and adolescent boys on gender and sexuality matters, enabling to stand up for women's rights to dignity and a violence-free society for all. It specializes in capacity building and works on social guidance and assistance on issues of violence against women and children</p>	<p>Purnata NGO Anagha Khandagle Contact No: 9158428812 Address: 7BMP Society NSS Road Asalpha Metro Station Asalpha Village Ghatkopar West Mumbai 84 Email: anagha.khandagle@purnata.org Specialization: Rescue assistance for women and children who are victims of Human Trafficking, Child Labour and Child Sexual Abuse Aaboo Varghese Email: waghe247@gmail.com Specialization: Social worker on issues of violence against women and children with a special focus on education and empowerment of street children</p>

LIST OF CITY CORE GROUP (CCG) MEMBERS

<p>Police Reforms Watch Linus D'lima Contact No: 9930052652 Stanley D'souza Contact No: 845 1077566 Email: policereformswatch@gmail.com Specialization: A coalition of concerned citizens working to catalyse demand for better policing in Mumbai. Towards this objective, it facilitates advocacy and interactive engagement at the level of government, police and citizens</p>	<p>Maharashtra Asangathit Kaamgar Sangathna Nandkumar Vitthal Mahadik Contact No.: 9987924592 Address: Behind Kala Ganpati J D road near Mulund Court Mulund West Mumbai-82 Email: nandkumarm015@gmail.com Specialization: Organization of Workers of the Unorganized sectors and empowering them with availing their labour rights and accessing Government Schemes</p>
<p>Prayas Foundation Sushila Pallicha Contact No: 9820640673 Email: prayastohelp@gmail.com Specialization: Works towards empowering women and children from underprivileged communities with skills training, capacity building, Self-help groups, Educational assistance (study classes) for children. Also works on issues of Domestic violence and Child Abuse</p>	<p>Rahat Legal Aid Foundation D D Tribhuvan Contact No: 9594073244 Address: Sainath Apts. B 707. Priyalok Park. Bhandup East. Mumbai 400042 Email: david.tribhuvan@gmail.com Specialization: Collective of Lawyers providing legal guidance in Domestic Violence, Criminal and Property matters. Also conducts legal aid training Programmes</p>
<p>Nirmala Niketan College of Social Work Sr. Clera Gonsalves Contact No: 9765723530 Address: Premankur, Aarey Road, Goregaon East Mumbai 63 Email: godisatwork11@gmail.com Specialization: Academic institution imparting education in social work</p>	<p>Sakhya - Women's Guidance Cell Sr. Shaila Crasto Contact No: 7219128817 Email: crasto_shaila@yahoo.com Specialization: Counselling, guidance in cases of violence against women and children as well as community development of marginalized communities</p>
<p>Sports Mission Anson Thomas Contact No: 9820504486 Email: ansontms2014@gmail.com Specialization: Rescue of trafficked victims and rehabilitation and prevention activities to create awareness on Human Trafficking</p>	<p>Sahayata for helping people, NGO Jignesh Waghela Contact No: 9821848769, Email: waghe247@gmail.com Specialization: Assists on issues of violence against women and children with a special focus on education and empowerment of street children</p>
<p>Siddharth Social Foundation Santosh Dhabale Associated with Sanghamitra Contact No: 9892635686 Email: santoshdhabalr09@gmail.com Specialization: Women and child empowerment through education and awareness sessions</p>	<p>Sanghamitra Charudutta Pawaskar Contact No: 9869200355 Santosh Dhabale Contact No: 9892635686 Specialization: Collective of Para- Social Workers alumni from Nirmala Niketan College of Social work. The collective works in organizing awareness camps on civic, human rights and other issues in communities</p>

LIST OF CITY CORE GROUP (CCG) MEMBERS

<p>The Plane Jar Foundation Kuhoo Tiwari Contact No: 9619013074 Email: theplanejar@gmail.com Website: www.theplanejar.com Specialization: Psycho-social and socio-legal guidance and support to survivors of violence and abuse as well as mental health support to people in need</p>	<p>Swadhar Mangala Marathe & Rohini Khadilkar Contact No: 9869620911, 7045996663 Address: Swadhar, Keshav Gore Smarak Trust, Aaray Rd, Goregaon West Mumbai 400104 Email: marathe.mangala@gmail.com Specialization: Family guidance and counselling centre</p>
<p>Commonwealth Human Rights Initiative Dolphy D'Souza Contact No.: 9833884227 Email: dolphy@humanrightsinitiative.org</p>	<p>Adv Ruksar Memon Contact no: 9867855156 Email: mrukhwsar99@yahoo.com Specialization: Handling Family and Domestic Violence matters including Mediation and Litigation</p>
<p>YWCA Of Bombay Shoba Philips Contact No: 9833393953 Email: ybombaygs@gmail.com Neeta Dabre Contact No: 7507635382 Email: ywcawdu@gmail.com Shraddha More Contact No: 9594949730 Address: Bombay YWCA - Achamma Bhavan Hostel 75, Motibai, St. Agripada, Mumbai 400 008 Specialization: Conduct various need based programmes for communities, guiding and counselling women and children in need. They also provide education and shelter for women in distress</p>	<p>Special Cell for Women and Children (TISS) Divya Taneja (Regional Coordinator) Contact No: 9870217795 Aarthi Chandrashekhar Contact No: 9920882292 Address: Tata Institute of Social Sciences, VN Purav Marg, Opp. Deonar Depot, Mumbai Email: divya.taneja@tiss.edu Specialization: Socio-legal guidance in cases of violence against women, family disputes and spousal disputes, child sexual abuse cases. Presence of their Social Workers in police stations.</p>
<p>Women's Commission- Archdiocese of Bombay Sunita Machado Contact No: 9820970998 Email: Sunita.machado@gmail.com Specialization: Conduct workshops and awareness programs in the communities and parishes. Dealing with dispute/divorce or marital problem cases, including child abuse cases</p>	<p>United Religions Initiative (ECOSOC) Qutub Kidwai & Sayyada Ansari Contact No: 8433889621, 9773556562 Address: 24/191, Motilal Nagar No 1, opposite Best Colony, Near Gala Store, Goregaon West Email: qutubkidwai@uri.org, qutubf2006@yahoo.com Specialization: Peace and Justice, women empowerment and interfaith harmony. Specializes in issues of domestic violence and Muslim Women's rights</p>

LIST OF CITY CORE GROUP (CCG) MEMBERS

Gloria Gerard Moraes
Associated with Mobai Gaothan Panchayat/
Social Worker (MSW).
Contact No.: 9167254865
Email: gloriamorae98@gmail.com
Specialization: Medical aid and other
services to Transgender persons and senior
citizens

Sadbhavana Sangh
Varsha Vilas
Contact No: 022 2414 1223
Address: Dosti Acres, Shoppe Link, 2nd
Floor, Shop 23, Off, SM Road, Wadala East,
Mumbai, Maharashtra 400037
Email: vv.dosti@gmail.com
Website: <http://janaforum.org/>
Specialization: Civic issues with a focus
on setting up Area Sabhas in localities
and referring cases of domestic violence
to SNEHA organization working in the
same area. Good connect with the Mumbai
Municipal Corporation

Lamp of Hope Foundation
Adv Anand Mahajan
Contact No: 8055184555
Email: help.lampofhope@gmail.com
Specialization: Legal guidance and assistance in areas of domestic violence and child rights

IV. LIST OF MAJOR SERVICE PROVIDERS

Some of the major service providers and responders to domestic and sexual violence against women and children are provided below.

1. CEHAT- DILAASA CENTERS

CEHAT (Centre for Enquiry into Health and Allied Themes) is the research centre of Anusandhan Trust. It is involved in promoting and supporting socially relevant research, training, service and advocacy on health care of women survivors of violence and related issues.

Dilaasa is a hospital-based Crisis Intervention Centre that responds to cases of domestic and sexual violence against women and children. Set up in 2000 as a joint initiative of Municipal Corporation of Greater Mumbai [MCGM] and CEHAT, Dilaasa assists victims of violence in documentation of incident of violence, free immediate treatment and follow up, Psycho-Social Support to cover Legal, Police and Shelter. It has now a presence in 13 MCGM hospitals.

CEHAT's 24/7 Helpline No to respond to women and girls facing violence is 9029073154.

ADDRESS	
Ms. Sangeeta Rege Coordinator CEHAT Survey No.2804 & 2805, Aaram Society Road, Vakola, Santacruz East, Mumbai - 400 055 Tel: +91-22-26673571/ 26673154 Fax: +91-22-26673156 Email: cehatmumbai@gmail.com Website: http://www.cehat.org/	DILAASA –Field Offices Pehel, 203 Church View Apartments, Vakola, Santacruz East, Mumbai - 400 055 Tel: +91-22-26661690 K.B. Bhabha Hospital, OPD No. 101, Near to Pediatric OPD, R.K. Patkar Marg, Bandra West, Mumbai, 400050. Direct Tel: 022-26400229 Hospital Tel: 022-2642254/775

The List of DILAASA Centres in Mumbai are provided below..

CONTACT DETAILS OF DILAASA CENTRES & COUNCILLORS			
Sr. No.	Name of the Hospital	Name of the Counsellor	Phone no.
1.	Bandra Bhabha Hospital	Chitra	9820636793
2.	Kurla Bhabha Hospital	Sanjana	8108377171
3.	V.N.Desai Hospital	Archana	9969130684
		Chaitanya Kumari	9892929887
4.	Cooper Hospital	Ashalata	9322010295
		Neeta	9623588262/ 7820819253
5.	H. B. T. Trauma Hospital	Renuka	9326405668
		Nitisha	7506363046
6.	Sidharth / Kasturba Hospital	Kavita Rane	9867772687
		Kavita Shirsat	7045061877
7.	M.W. D. hospital	Jyoti	9821238244
		Sangeeta	7715011090
8.	B D B A Hospital	Suman	8779427938/ 8108816419
		Manisha	8452965272
9.	Govandi Shatabdi Hospital	Ashwini	9970699072/ 7977169183
		Nilesh	9823502384
10.	M.T. Agarwal Hospital	Smita Desai	7709262259
		Datta Jadhav	9422483513
11.	S.V.D. Savarkar Hospital	Smita	9819624603
		Varsha	8355942046
12.	Rajawadi Hospital	Shirish	7021769643/ 8828565453
		Avinash	9765989162
13.	K. M.J. Phule Hospital	Vanita	8779796389
		Alpesh	9158939213

2. SNEHA (SOCIETY FOR NUTRITION, EDUCATION AND HEALTH ACTION)

SNEHA is a non-profit organisation that works with women, children and public health and safety systems. It works to reduce maternal and neonatal mortality and morbidity, child malnutrition and gender-based violence. SNEHA works with communities and public systems to prevent and address violence against women and children.

CONTACT DETAILS OF SNEHA AND ITS CENTRES

Ms Vanessa D'Souza CEO Dr. Nayreen Daruwalla Programme Director, Prevention of Violence against Women & Children [PVWC] Society for Nutrition, Education & Health Action [SNEHA], Mumbai Main Office: Society for Nutrition, Education & Health Action (SNEHA), Mumbai Behind Building No. 11, BMC Colony Shastri Nagar, Santacruz West Mumbai 400054. Contact No. 91-22-26614488/26606295/26614476 Email: communications@snehamumbai.org Website: https://snehamumbai.org/	Prevention of Violence against Women and Children/Crisis Centre 310. 3rd Floor, Urban Health Centre 60 Feet Road, Dharavi Mumbai – 400017	SNEHA Centres Flat No. 2, 1st Floor, Plot No. 39B, Near Pink Corner Next to Treehouse Pre Primary School, Sindhi Society, Chembur Mumbai 400071
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Other important contact details at SNEHA

For women and children facing violence

24/7 HELPLINE: 98330 52684/91675 35765

Email: crisis@snehamumbai.org

ONE-STOP CRISIS CENTRE AT KEM HOSPITAL: 022-24100511

3. Majlis Legal Centre

Majlis Legal Centre is a forum for women's rights discourse and legal initiatives. Majlis comprises an all-woman team of lawyers and social activists committed to informing, educating and empowering women on their legal rights. Majlis offers legal services, conducts legal awareness trainings, and engages in policy level interventions, public campaigns and public interest litigation to help women access justice.

<p>Ms Flavia Agnes – Founder Ms Audrey D'mello – Director Address: Building number 4, WING A, Golden Valley, A 2/4, Sunder Nagar Rd, Kolivery Village, Vidya Nagari, Kalina, Santacruz East, Mumbai, Maharashtra 400098 Contact No. 91-22-26662394 / 26661252 Fax: 91-22-26668539 Email: majlislaw@gmail.com Website: https://www.majlislaw.com/</p>	<p>RAHAT -Initiative of MAJLIS Socio- Legal support for Victim- Survivors of sexual violence. Mobile: 9930262833 For legal counselling Appointments: 070506732641 Email: teamrahat@gmail.com</p>
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4. Akshara Centre

Akshara seeks to create a society where all women can live a violent-free, dignified life without discrimination. It particularly focuses on empowering women and girls. Akshara provides scholarships for education, training in life and technical skills, and job placement for socially and economically disadvantaged young women between the ages of 14 and 20. Its staff trains young men to become supporters of gender equality and take up personal and social action. Akshara also creates gender oriented educational material and provides certificate course on violence against women. Its goal is to enhance societal consciousness on gender inequality, empowerment of women and youth and preventing violence against women.

<p>Dr. Nandita Gandhi, Co-Director, Managing Trustee Dr. Nandita Shah, Co-Director , Managing Trustee Address: Dhuru Bldg, 2ndfloor, Opposite Bank of Maharashtra, Gokhale Road, Dadar West, Mumbai 400028, India Contact No: 022 24328699 Email: akshara.frea@gmail.com Website: www. https://www.aksharacentre.org/</p>
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5. Prerana

Prerana works to protect the potential and actual women and child victims of human trafficking, provide comprehensive path-breaking services to uphold their rights, create dignified options for life and lead major advocacy efforts to strengthen the response of the state and the civil society to combat trafficking in a rights-based, development-oriented, and participatory approach.

Ms. Priti Patkar, Co- founder and Executive Secretary

Address:

Prerana, Plot 20, Sector 5, Kharghar,
Navi Mumbai-M.S. India – 410210
Contact no: 9821274865
Email: contactprerana@gmail.com.
Website: <https://preranaantitrafficking.org/>

6. Stree Mukti Sangathna

Stree Mukti Sanghatana has been working towards women empowerment. It has established a Family Counselling Center through which it offers services to the community on domestic violence issues and also provides assistance for women ragpickers as they are more vulnerable to violence due to working at early morning odd hours.

Ms. Shobha Kokitakar / Ms. Karuna Ghate

Address:

Nr. Rambhai Ambedkar Maternity Hospital,
Ramkrishna Chemburkar Marg, Chembur,
Mumbai 400 071
Contact No: 25297198
Email: smsfcc@gmail.com
Website: <https://streemuktisanghatana.org/>

V. TISS SPECIAL CELL FOR WOMEN AND CHILDREN

The Special Cell for Women and Children (hereafter, Special Cell) of the Tata Institute of Social Sciences is an effort aimed at eliminating violence against women (VAW). It is a service provided to women survivors by trained social workers, strategically located in the police system with a clear understanding that VAW is a crime and that it is the responsibility of the State to prevent and counter it. The location within the police station aims to lead to a more co-ordinated, coherent and in-depth response to the issue by integrating quality psycho-social-legal services within the police system. More than 100 Special Cells are sanctioned for various locations across Maharashtra.¹ Provided below is a list of Special Cells that exist in Mumbai, Navi Mumbai and Thane.

1. WebApp on Violence against Women

WebApp on Violence against Women

<https://standupagainstviolence.org/maharashtraApp/>

The WebApp -Stand Up Against Violence is a joint collaboration between Akshara Centre, Tata Institute of Social Sciences (RCI-VAW) and Department of Women and Child (Government of Maharashtra). The app includes mobile numbers of state and non- state agencies, service providers, women's groups responding to violence against women across Maharashtra at sub district level. The WebApp provides information of the following category of people from the Mumbai division:

- 1. Trained Social Workers of the Special Cell for Women and Children based in police stations**
- 2. Government appointed Protection Officers who support survivors**
- 3. Family Counselling Centres providing preventive and rehabilitation services**
- 4. One Stop Centres or Sakhi Kendras for support, rescue and referral services**
- 5. NGO Shelter Homes, Mumbai City District**
- 6. NGOs- Mumbai City District**
- 7. Panel Lawyers for legal assistance to Domestic Violence Survivors_ Mumbai City District**

¹ See Tata Institute of Social Science's project on Special Cell for Women and Children, Maharashtra <https://tiss.edu/view/11/projects/all-projects/special-cell-for-women-and-children-maharashtra/> as accessed on 19 October, 2020.

2. Information about Special Cells for Women and Children, Maharashtra

Special Cells for Women and Children, Maharashtra

Implemented by TISS

No.	Location of the Cell	Address and Contact	Name of Cell Worker	Contact Number
1	CST	Office of the Commissioner of Police, Police Quarter colony, 'A' Block, Room No.36, Near social Service Branch. Contact: 022 – 22620111; Extn : 206	Sanjivani Arwel Archana Lade	9594997853 9503257118
2	Dadar	Dadar Police Station Bhawani Shankar Road, Shaitan Chowky, Dadar (W), Mumbai. Contact: 022 – 24691681	Ramesh Survase Neha Thakur	9022651255 9158393298 / 8087616448
3	Kandivali	Kandivali Police Station Swami Vivekananda Road, Opp. Shatabdi hospital, Kandivali (W), Mumbai. Contact: 022 – 24691753	Shailendra Shinde Swati Dhokle	9075198222 7977097982
4	CBD Belapur	CBD Belapur Police Station Sector-1, Opp. CBD Belapur Bus Depot, Navi Mumbai. Contact: 022 – 2758 0255	Asawari Jadhav Sonali Jalak	8693801122 9890486390
5	Kurla	Kurla Police Station, Near Bhabha Hospital Serveshwar Marg, Kurla (W), Mumbai, Contact: 022 – 26500478	Kavita Rane	9867772687
6	Vakola	Vakola Police Station Nehru Nagar Road, Amdabad Road, Vakola (E), Santacruz, Mumbai. Contact: 022 – 26685236	Jyoti	9821238244
7	Vikhroli	Vikhroli Police Station, 1st Floor, Kannamwar Nagar, No. 2 , Vikhroli (E), Mumbai. Contact: 022 – 25786991	Suman	8779427938/ 8108816419
8	Thane	Kapurbawadi Police station Godbunder road, Thane (W)	Ashwini	9970699072/ 7977169183

VI. LIST OF PROTECTION OFFICERS UNDER THE PROTECTION OF WOMEN FROM DOMESTIC VIOLENCE ACT, 2005

(Protection Officers help aggrieved women connect with the courts, the police and various support services)

(Mumbai City, Mumbai Suburbs)

Protection Officers			
MUMBAI CITY			
Sr. No.	Office address	Name of contact person	Contact number
1.	WCD Office Mumbai,Worli	Smt.Tanbde	9920755564
2.	ICDS ² Office Worli	Smt.M.N.Sawant	9757307511
3.	ICDS Office Dharavi, Mumbai	Shr.A.Dongre	8623825753
4.	ICDS Office Worli	Shr.V.Wagmare	9222666220
5.	ICDS Office Worli	Shr.A.A.Patel	8291487386
6.	ICDS Office Worli	Shr.S.Gulhane	9763183932
7.	ICDS Office Worli	Shr.P.Damame	7875675357
MUMBAI SUBURBAN DISTRICT			
1.	WCD office Mumbai Upnagar District	Shri.Vinod Bhosale	7715812581
2.	ICDS office Worli, charge of Kandiwali T	Shr.N.L.Gawali	8652226576
3.	ICDS office Boriwali Tal. Boriwali	Shr.V.V. Gholave	7045272766
4.	ICDS office Andheri (E)Tal.	Shr.S.M. Sonawane	9892729184
5.	ICDS office Andheri (W)Tal.	Shr.P.R.Jadav	8422005487
6.	ICDS Office Khar Santacruz(W) Tal.	Shr.A.G.Mestri	9819942617
7.	ICDS office Mulund (E)	Shr.R.P. Ahire	9049251266
8.	ICDS office Bhandup Tal.	Shr.P.K.Patil	9664010682

VII. LIST OF SHELTER HOMES FOR WOMEN

Shelter Homes for Women			
SR. NO.	NAME OF THE INSTITUTION	ADDRESS	CONTACT
1	All India Women's conference	12th N. S. Road, Vithan Nagar Society, Juhu Scheme, Mumbai 400043	022 2620 6154/8438
2	All Saints Home	54, Women Welfare Society, Dockyard Road, Mazgaon, Mumbai 400010	022 2377 8357
3	Sukh Shanti	41, Yashwant Rao Chavan Marg, Sion Trombay Road, Opposite BARC Colony, Mankhurd, Mumbai 400088	022 2551 9596, 022 2202 8372, 9203151040,
4	Anand Ashram Trust (Aditya Birla Hostel)	Siddhant Colony, K N Gaikwad Marg, Behind Chembur Fire Brigade, Chembur West, Mumbai 400071	022 2522 2863
5	Bapnu Ghar	12, Dr Annie Basant Road, Lotus Colony, Worli, Mumbai 400018	022 2492 4252, 022 2495 4217
6	Chembur Mahila Samaj	8-A, D K Sandhu Marg, Chembur Gaothan, Opposite Bhulingeshwar Temple, Chembur East, Mumbai 400071	022 2528 5482, 022 2527 7476
7	Mahila Vikas Mandal	Queen's Barrack No.1, General Jagannath Bhonsle Marg, Near Mantralay, Nariman Point, Mumbai 400021	022 2285 1971
8	Shradhanand Mahila Ashram (Baluben and Jagjiwan Mulji Hostel)	LBS Marg, Road No. 172, Near Sheetal Cinema, Kurla West, Mumbai 400070	022 2503 0540
9	Rescue Foundation	Plot no. 39, Fatimadevi Road, Poisur, Kandivali West, Mumbai 400067	022 2806 0707, 022 2862 5240
10	Women Graduates Hostel	2, W G Union Road, Azad Nagar, Opposite Colaba Bus Station, Colaba, Mumbai 400005	022 2218 1736, 022 2218 6704
11	YWCA (Asha Kiran)	53, J P Road, Near Navrang Cinema, Andheri West,	022 2670 2831/ 022 2670 2839
12	YWCA (Achamma Bhavan Hostel)	75, Motibai Street, Agripada, Byculla, Mumbai 400008	022 2309 6544
13	Urja trust	129/A, Lattif Villa Compound, Near Ranjit Film Studio, Dada Saheb Phalke Marg, Dadar East, Mumbai 400014	022 2412 4397

VIII. LIST OF SHELTER HOMES FOR CHILDREN

Shelter Homes for Children			
SR. NO.	NAME OF THE INSTITUTION	ADDRESS	CONTACT
1	Additional Observation Home	New Bal Grah, Sion Trombay Road, Opposite BARC Bus Depot, Mankhurd, Mumbai 400088	022 2558 0557, 022 2551 4561, 022 2377 5895
2	Asha Sadan	Asha Sadan Marg, Jail Road, Umerkhandi, Mumbai 400009	022 2371 5477, 022 2374 0397
3	Chembur Children's Home	V N Purao Marg, Opposite Anushakti Nagarbus Depot, Mankhurd, Mumbai 400088	022 2556 3780, 96657 64001
4	Community Outreach Program (CORP)	Methodist Centre, 1st Floor, 21 YMCA Road, Mumbai Central, Mumbai 400008	022 2308 6789
5	Mahila Jeevan Sanvardhak Mandal 'Maze Maher'	Building no. 34, 1st Floor, Abhyudaya Mumbai Central, Mumbai 400033	022 2470 3677
6	Regina Pacis Hostel	(this is a working women's hostel)	022 23725311
7	St. Catherine Orphan Home	Veera Desai Road, Prathmesh Complex, Andheri West, Mumbai 400058	022 2624 1109, 022 2676 2312, 022 2676 6906
8	The Salvation Army - Children's Home	270, Road no. 31, Sion East, Mumbai 400022	022 2409 4405
9	Seva Sadan Society	30/31, Pandita Ramabai Road, Papanas Wadi, Gamdevi, Mumbai 400007	022 2380 8005, 022 2388 9109
10	Shraddhanand Mahilashram	Shraddhanand Marg, King Circle Flyover, Near Maheshwari Udyan, Matunga, Mumbai 400019	022 2401 0715, 022 2401 2552
11	Arpan	Arpan House, Delta Chemicals Pvt Ltd, J-1, Off ValBhatt Road, Cama Industrial Estate, Goregaon East, Mumbai 400063	022 2686 2444
12	Child Help Foundation	403/404, Sai Arpan, Joggers Park Road, Near P G Vora School, Mira Road, Mumbai 401107	98199 00180, 97029 29267
13	Child Vision and Education	Sadhna Spurti Nupur, Khau Galli, Mira Road, Mumbai 401107	075060 49769, 022 2848 2370

14	Abhilasha Foundation NGO	Laxmi Chhaya Bungalow, Plot no. 27-27, RSC 11, Gorai 2, Borivali West, Mumbai 400091	97699 86440, 98702 34440, 022 2867 7820
15	Save the Children	F 368, Dream Mall, First Floor, Bhandup West, Mumbai 400078	022 6725 4802
16	Smile Foundation	101, Gladiola, Hanuman Road, Vile Parle East, Mumbai 400057	022 2610 4106, 022 2610 4107, 93242 87142
17	Children's Aid Society	83, Takandas Kataria Marg, Mahalaxmi Sindhi Colony, Matunga West, Mumbai 400016	022 2430 1203

IX. LEGAL AID SERVICES (MUMBAI)

The Protection of Women from Domestic Violence Act, 2005 reinforces the right to free legal aid services to women and children guaranteed under the Legal Services Authorities Act, 1987. The table provides the contact details of Mumbai District Legal Aid Services Authority and the Maharashtra State Legal Services Authority, the survivors and other stakeholders can approach for assistance.

Legal Services Authority in Mumbai & Maharashtra

Mumbai District Legal Aid Services Authority (City)

Jurisdiction: From Matunga to Colaba on the Western Line and Dharavi to Navy Nagar on the Central Line

Address: Mumbai District Legal Services Authority, High Peak Apartment, Bhawanani Estate, Old Bandra Court Building, S.V. Road, Bandra (W), Mumbai Pin Code – 400050

Contact No. 022- 26402175

Email: dlsamumbai@yahoo.in; mdlsamumbai@gmail.com

Mumbai District Legal Aid Services Authority (Suburban)

Jurisdiction from Bandra to Dahisar on the Western Line and Chunabhatti to Mulund , Kurla to Trombay on the Central Line.

Address: High Peak apartment, old Bandra court, SV Rd, near HP petrol pump, Bandra West, Mumbai, Maharashtra 400050

Contact No: 022 -26401240

Email: dlsamumbai@yahoo.in; mdlsamumbai@gmail.com

Mumbai High Court Legal Aid Services

Jurisdiction – entire Mumbai City

Address: 104-High Court, PWD Building, Fort, Mumbai – 400032

Contact No: 22630714 22672001 + Extn. 518

Email: hslsc.mumbai@gmail.com

Maharashtra Legal Aid Services

Jurisdiction – entire state

Address: 105, High court (PWD) Building, Fort, Mumbai - 400 032.

Contact No: 022-22691395 / 2263 1358

Email: mslsa-bhc@nic.in

Website: legalservices.maharashtra.gov.in

Toll free Helpline Number:1800 22 23 24

X. POLICE COMPLAINTS AUTHORITIES IN MAHARASHTRA

Maharashtra established Police Complaints Authorities (PCAs) in 2014. These are independent bodies mandated to enquire into complaints by the public against police personnel, involving allegations of serious misconduct, corruption, and abuse of authority. They are set up at several levels. In Maharashtra, there is one PCA at the state level in Mumbai and six at the divisional level in Nashik, Pune, Aurangabad, Nagpur, Amravati and Konkan. The State PCA can receive complaints against police officers of and above the rank of Deputy Superintendent or Assistant Commissioner of Police, while the Divisional PCAs can receive complaints against police officers of and up to the rank of Senior Police Inspector. At the time of this directory's publication, only the divisional level PCAs in Pune are operational. The Konkan Divisional PCA which covers Mumbai City is still not operational. To learn more about the PCAs and how to access them, you can refer to CHRI's User Guide.³

You can complain to the State and Divisional PCAs for the following:

1. Death in Police Custody
2. Grievous hurt [under Section 320 of the Indian Penal Code, 1860]
3. Rape or attempt to commit rape
4. Arrest or detention without following the prescribed procedure
5. Corruption
6. Extortion
7. Land or house grabbing
8. Any other serious violation of law or abuse of lawful authority

Who can file a complaint?

The PCA can take up complaints against the police by itself {suo moto}. It can also receive complaints from the following:

1. A Victim of police misconduct /abuse
2. A victim's family member

3 *Maharashtra Police Complaints Authority: A User Guide*, <https://www.humanrightsinitiative.org/download/1570172698Maharashtra%20Police%20Complaints%20Authorities%20-%20A%20User%20Guide%20English%202019.pdf>

3. Anyone on behalf of the victim [in this case, an affidavit must show the victim's consent allowing another person to file the complaint]
4. The National Human Rights Commission
5. The State Human Rights Commission
6. The police itself.

Address and contact details of State Police Complaints Authority in Maharashtra is:

STATE POLICE COMPLAINTS AUTHORITY MAHARASHTRA STATE
4 th Floor, Telephone Exchange Bldg,
Cooperage, Mumbai 400 021
Tel: 022-22820045 / 46 / 47
Email: mahaspca@gmail.com

XI. MUMBAI POLICE CONTACTS: HELPLINES, SENIOR OFFICERS AND POLICE STATIONS⁴

About Police Helpline:

The main Police Helpline number is 100. One can use it for any emergency and all purposes where you need help or have something to report to the police. When you call 100 and communicate your complaint or help needed, the personnel talking to you will generate a complaint number. Please ensure you ask for this complaint number and you know it. This complaint number is your reference for a follow up.

You can also call 100 to ask for the names and telephone numbers of any Police Officers and contact details and addresses of any Police Stations in Mumbai. It also functions as a directory for Mumbai Police. The Operator at 100 helpline may also refer you to other specialist helplines.

Mumbai Police Special Helpline for Women and Children: 103

Mumbai Police operates a special helpline number for Women and Children in distress with a view to have a dedicated response to women and children facing violence or distress. For this, each police station has a dedicated vehicle (Mobile No. 5) that responds to calls/complaints received on the 103 Helpline. Any concerned citizen, not just an affected woman or child, can contact the 103 helpline in matters of violence against women and children.

Important Helpline Numbers	
Police Helpline	100
Mumbai Police Special Helpline for Women and Children	103
Senior Citizen Helpline	1090
Child-Helpline	1098
Ambulance	108
Fire Brigade	102
ACB (Anti-Corruption Bureau)	1064
Railway Protection force	1275
24/7 Cyber Crime Helpline	982081000

4 Mumbai Police Website: <https://mumbaiapc.gov.in/impcontacts>

Important Police Contact Numbers

Mumbai Police Commissioner	022- 22620826/ 22620111 cp.mumbai@mahapolice.gov.in
Mumbai Police Spokesperson	022- 22621220
South Region Control Room	23089857 23089855 23070505
Central Region Control Room	23710505 23720505 23712081 24140909 23750503
West Region Control Room	26552195 26412021 26457900 26572299
East Region Control Room	25230893 25233588 25233534 25222121
North Region Control Room	28850918 28854643 28877544
Director General of Police Control Room	22026636 22822631
Maharashtra State Human Rights Commission You can complain against Human Rights Violations.	22092857/ 22034233/ 22076408- www.mshrc.gov.in
ACB (Anti-Corruption Bureau)	24922618; 24921212
Railway Police Helpline: (Central/Harbour Lines) / 1311 (Western Line	9833311111
Commissioner of Railway Police	022-23759251 Email: cp.mumbai. railway@mahapolice.gov.in
Railway Police WhatsApp no:	9333312222
RTO Helpline	1800- 22- 0110
Traffic Police Control Room	24937755
Maharashtra State Commissioner for Women	26591768 / 26590474 / 26591541 26590806; Fax: 26591541 www. mahilaayog.maharashtra.gov.in

XII. MUMBAI POLICE: CONTACT DETAILS OF SENIOR POLICE OFFICERS⁵

Sr. No	Title (Zonal, Divisional)	Contact No	Email ID
1	Commissioner Of Police	22620826 , 22613552	cp.mumbai@mahapolice.gov.in
2	Jt. C.P. (Law & Order)	22624405	cp.mumbai.jtcp.lo@mahapolice.gov.in
3	Jt. C.P. (Crime)	22620406	cp.mumbai.jtcpcrime@mahapolice.gov.in
4	Jt. C.P. (ADM)	22620879	cp.mumbai.jtcp.admn@mahapolice.gov.in
5	Jt. C.P. (Traffic)	24954443	cp.mumbai.jtcp.traf@mahapolice.gov.in
6	Addl. C.P. (Crime)	22620960	cp.mum.addcp.crime@mahapolice.gov.in
74	D.C.P. (Detection)	22621220	cp.mum.dcp.det@mahapolice.gov.in
8	D.C.P. (Preventive)	22612090	dcppreventive-mum@mahapolice.gov.in
9	D.C.P. (Enforcement)	22692515	dcpenforcement-mum@mahapolice.gov.in
10	D.C.P. (Anti-Narcotics)	22162308	cp.mum.dcp.narcotics@mahapolice.gov.in
11	D. C. P. (Crimes Against Women)	23704656	dcbcid.cawc-mum@mahapolice.gov.in
12	D.C.P. (Cyber Crime)	26529926	dcpcybercrime.mum@mahapolice.gov.in

⁵ Mumbai Police Senior Officers https://mumbai.police.gov.in/Senior_Officers?page=2 as accessed on 21 October, 2020.

XIII. REGION WISE CONTACT DETAILS OF MUMBAI POLICE⁶

South Region	List of Police Stations in the region	Phone No.	Email ID
Addl. C.P.		23080023	cp.mum.addcp.south@mahapolice.gov.in
DCP Zone 1	Colaba, Cuffe Parade, Marine Drive, Azad Maidan, M.R.A. Marg, Dongri, J.J. Marg	22620453	dcpzone1-mum@mahapolice.gov.in
DCP Zone 2	Pydhoni, L.T. Marg, D B Marg, V.P. Road, Girgaon, Gamdevi, Malabar Hill	23073663, 23070213	dcpzone2-mum@mahapolice.gov.in
DCP Port Zone		22611620, 66564701	dcpzone2-mum@mahapolice.gov.in
Central Region	List of Police Stations in the region	Phone No.	Email ID
Addl. C.P.		23750909, 23782636	cp.mum.addcp.central@mahapolice.gov.in
DCP Zone 3	Tardeo, Nagpada, Agripada, Byculla Worli, N.M.Joshi	23700608	dcpzone3-mum@mahapolice.gov.in
DCP Zone 4	Bhoiwada, Kalachowky, Matunga, R.A.K. Marg, Sion, Antop Hill, Wadala TT	24021101	dcpzone4-mum@mahapolice.gov.in
DCP Zone 5	Dadar, Shivaji Park, Mahim, Sahu Nagar, Kurla, Dharavi V.B. Nagar	24976960	dcpzone5-mum@mahapolice.gov.in
East Region	List of Police Stations in the region	Phone No.	Email ID
Addl. C.P.		25230893	cp.mum.addcp.east@mahapolice.gov.in

⁶ Mumbai Police Senior Officers https://mumbai.police.gov.in/Senior_Officers?name= as accessed on 21 October, 2020

DCP Zone 6	Chembur, Nehru Nagar, Chunabhatti, Govandi, Trombay, R.C.F, Deonar, Shivaji Nagar, Tilak Nagar, Mankhurd	25229303	dcpzone6-mum@mahapolice.gov.in
DCP Zone 7	Ghatkopar, Pant Nagar, Vikhroli, Parksite, Bhandup, Kanjur Marg, Mulund, Navghar	25645228, 25928383	dcpzone7-mum@mahapolice.gov.in
West Region	List of Police Stations in the region	Phone No.	Email ID
Addl. C.P.		26402122, 26413434	cp.mum.addcp.west@mahapolice.gov.in
DCP Zone 8	Vakola, Vile Parle, Kherwadi, Nirmal Nagar, BKC, Airport, Saha	26508381	dcpzone8-mum@mahapolice.gov.in
DCP Zone 9	Bandra, Khar, Santacruz, Juhu, D.N.Nagar, Amboli, Oshiwara, Versova	26422042, 26453700	dcpzone9-mum@mahapolice.gov.in
DCP Zone 10	Meghwadi, Jogeshwari, Sakinaka, Powai, Andheri, MIDC	28367767, 28361312	dcpzone10-mum@mahapolice.gov.in
North Region	List of Police Stations in the region	Phone No.	Email ID
Addl. C.P.		28854625, 28842199	cp.mum.addcp.north@mahapolice.gov.in
DCP Zone 11	Goregaon, Bangur Nagar, Malad, Malvani, Kandivali West, Charkop, Borivali, M.H.B Colony, Gorai	28903899	dcpzone11-mum@mahapolice.gov.in
DCP Zone 12	Dindoshi, Vanrai, Aarey, Samata Nagar, Kurar, Dahisar, Kasturba Marg	28283889, 28282500	dcpzone12-mum@mahapolice.gov.in
DCP (C.A.W.)		23704656	dcbcid.cawc-mum@mahapolice.gov.in
D.C.P. (Cyber Crime)		26529926	dcpcybercrime.mum@mahapolice.gov.in

XIV. CONTACT DETAILS OF POLICE STATIONS IN MUMBAI⁷

Name of Police Station	Phone Number	Fax	Email
Aarey	29272485, 29272484	29272485	ps.aareysub.mum@mahapolice.gov.in
Agripada	2307821, 23070532	23070532	ps.agripada.mum@mahapolice.gov.in
Airport	26156309, 26156315	26156921	ps.airport.mum@mahapolice.gov.in
Amboli	26762001, 26762003	26762002	ps.amboli.mum@mahapolice.gov.in
Andheri	26831365, 6831447	26831562	ps.andheri.mum@mahapolice.gov.in
Antop Hill	24013767, 24074447	24064447	ps.antophill.mum@mahapolice.gov.in
Azad Maidan	22620697, 22620295	22678115	ps.azadmaidan.mum@mahapolice.gov.in
B.K.C	26504481, 26504482	26513716	ps.bkc.mum@mahapolice.gov.in
Bandra	26423122, 26423122	26513716	ps.bandra.mum@mahapolice.gov.in
Bangur Nagar	28810121	272	ps.bangurnagar.mum@mahapolice.gov.in
Bhandup	25952171, 5961971	25954467	ps.bhandup.mum@mahapolice.gov.in
Bhoiwada	24185637	24144220	ps.bhoiwada.mum@mahapolice.gov.in
Borivali	28930145, 8902331	28936606	ps.borivali.mum@mahapolice.gov.in
Byculla	23719808	23755264	ps.byculla.mum@mahapolice.gov.in
Charcop	28676581	28682211	ps.charcop.mum@mahapolice.gov.in
Chembur	25232044, 5221613	25227563	ps.chembur.mum@mahapolice.gov.in
Chunabhatt	24050086	24050085	ps.chunabhatti.mum@mahapolice.gov.in

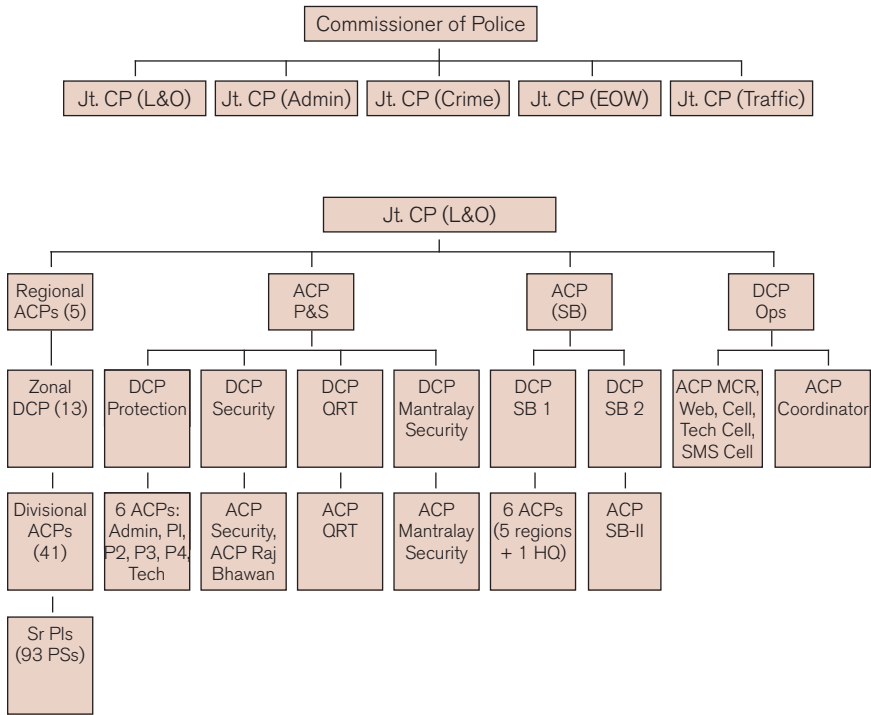
⁷ Mumbai Police –Police Station Incharge https://mumbaipolice.gov.in/Police_incharge?page=1 as accessed on 21 October, 2020

Colaba	22852885, 2856817	22043702	ps.colaba.mum@mahapolice.gov.in
Cuffe Parade	22188009, 2183225	22180588	ps.cuffeparade.mum@mahapolice.gov.in
Cyber	26504008		cyberpst-mum@mahapolice.gov.in
Dr. D.B Marg	2387018, 3867875	23872893	ps.dbmarg.mum@mahapolice.gov.in
D. N. Nagar	26304002, 6303893	26304002	ps.dnnagar.mum@mahapolice.gov.in
Dadar	24303654, 4227229	24301403	ps.dadar.mum@mahapolice.gov.in
Dahisar	28971654	28284024	ps.dahisar.mum@mahapolice.gov.in
Deonar	25544292, 5563381	25568682	ps.deonar.mum@mahapolice.gov.in
Dharavi	24073988, 4072645	24010340	ps.dharavi.mum@mahapolice.gov.in
Dindoshi	24691929, 8770781		ps.dindoshi.mum@mahapolice.gov.in
Dongri	23752418, 3753676	24691929	ps.dongri.mum@mahapolice.gov.in
Gamdevi	23804505	23803505	ps.gamdevi.mum@mahapolice.gov.in
Ghatkopar	25113256, 5113968	25153543	ps.ghatkopar.mum@mahapolice.gov.in
Gorai	28450763	28451828	ps.gorai.mum@mahapolice.gov.in
Goregaon	28721900	28723252	ps.goregaon.mum@mahapolice.gov.in
Govandi	25562171, 25562172	25562172	ps.govandi.mum@mahapolice.gov.in
Jogeshwari	28221672, 28210763	28210763	ps.jogeshwari.mum@mahapolice.gov.in
Juhu	26184308, 26184432	23436114	juhu.ps.mumbai@mahapolice.gov.in
Kalachowki	23754128	23733043	ps.kalachowky.mum@mahapolice.gov.in
Kandivali	28050904	28056603	ps.kandivali.mum@mahapolice.gov.in
Kanjurmarg	25782636, 25783999	25780753	ps.kanjurmarg.mum@mahapolice.gov.in
Kasturba Marg	28066158	28657919	ps.kasturba.mum@mahapolice.gov.in
Khar	26494977, 6496030	26000450	ps.khar.mum@mahapolice.gov.in
Kherwadi	26570877	26570877	ps.kherwadi.mum@mahapolice.gov.in
Kurar	28490444	28402911	ps.kurar.mum@mahapolice.gov.in

Kurla	26500478	26500478	ps.kurla.mum@mahapolice.gov.in
L. T. Marg	22080303, 22084302	22069230	ps.ltmarg.mum@mahapolice.gov.in
M.H.B. Colony	28677401, 8677402	28679323	ps.mhb.mum@mahapolice.gov.in
M.I.D.C.	28361324, 8368352	28394205	ps.midc.mum@mahapolice.gov.in
M.R.A. Marg	22620759, 2621313	22620759	ps.mra.mum@mahapolice.gov.in
Mahim	24449821	24453833	ps.mahim.mum@mahapolice.gov.in
Malad	28821147	28821482	ps.malad.mum@mahapolice.gov.in
Malabar Hill	23637571, 23635513	23635517	ps.malbarhill.mum@mahapolice.gov.in
Malvani	28827557, 28821319	28810048	ps.malvani.mum@mahapolice.gov.in
Mankhurd	25574933	25554511	ps.mankhurd.mum@mahapolice.gov.in
Marine Drive	22880265, 22880266	22880267	ps.marinedrive.mum@mahapolice.gov.in
Matunga	24021512		ps.matunga.mum@mahapolice.gov.in
Meghwadi	28210860, 8221651	28210837	ps.meghwadi.mum@mahapolice.gov.in
Mulund	25689844	25684535	ps.mulund.mum@mahapolice.gov.in
Mumbai Sagari-1	24440396	24440091	ps.mumbaisagari.mum@mahapolice.gov.in
Mumbai Sagari-2	24440396	28699934	ps.mumbaisagari.mum@mahapolice.gov.in
N. M. Joshi Marg	23085732, 3095667	23072587	ps.nmjoshimarg.mum@mahapolice.gov.in
Nagpada	23078109	23092293	ps.nagpada.mum@mahapolice.gov.in
Navghar	25636368, 5637314	25631062	ps.navghar.mum@mahapolice.gov.in
Nehru Nagar	25224291, 5224647	25290946	ps.nehrunagar.mum@mahapolice.gov.in
Nirmal Nagar	26479372	26470871	ps.nirmalnagar.mum@mahapolice.gov.in
Oshiwara	26323862, 6323861	26322753	ps.oshiwara.mum@mahapolice.gov.in
Pant Nagar	25013624, 21028914		ps.pantnagar.mum@mahapolice.gov.in
Parksite	25786518, 25786518	25789368	ps.parksite.mum@mahapolice.gov.in
Powai	25702690, 25702863	25700218	ps.powai.mum@mahapolice.gov.in

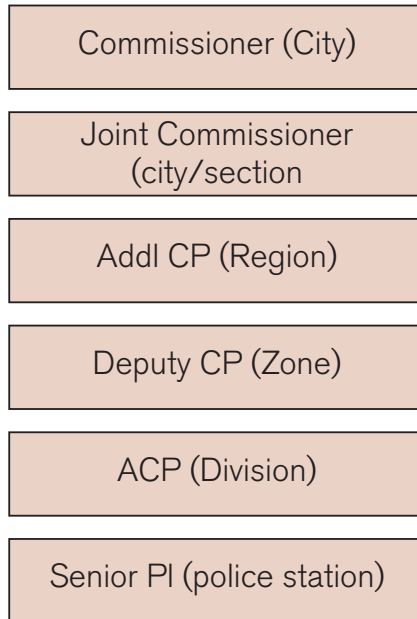
Pydhonie	23463333	23436114	ps.paydhunie.mum@mahapolice.gov.in
R.A.K. Marg	24184375, 24186836	24185618	ps.rakmarg.mum@mahapolice.gov.in
R.C.F.	25541690	25541991	ps.rcf.mum@mahapolice.gov.in
Sahar	26829783, 26817485	26829784	ps.sahar.mum@mahapolice.gov.in
Sakinaka	28474411	28472334	ps.sakinaka.mum@mahapolice.gov.in
Samta Nagar	28876119	28877618	ps.samtanagar.mum@mahapolice.gov.in
Santacruz	26493139, 6492972	26487856	ps.santacruz.mum@mahapolice.gov.in
Sewree	23716139	66567263	ps.sewri.mum@mahapolice.gov.in
Shahu Nagar	24043624	24043624	ps.shahunagar.mum@mahapolice.gov.in
Shivaji Nagar	25560402	25580506	ps.shivajinagar.mum@mahapolice.gov.in
Shivaji Park	24229059, 4370641	24362515	ps.shivajipark.mum@mahapolice.gov.in
Sion	24099289, 4026307	24031376	ps.sion.mum@mahapolice.gov.in
Sir J.J. Marg	23748200	23770118	ps.jjmarg.mum@mahapolice.gov.in
Tardeo	23512109, 3525527	23534114	ps.tardeo.mum@mahapolice.gov.in
Tilak Nagar	25229345, 5227293	25275828	ps.tilaknagar.mum@mahapolice.gov.in
Trombay	25563382	255637190	ps.trombay.mum@mahapolice.gov.in
Vinoba Bhave Nagar	26500298, 6500299		ps.vbnagar.mum@mahapolice.gov.in
V. P. Road	23872525, 23821312		ps.vproad.mum@mahapolice.gov.in
Vakola	26683257, 6685236	26682756	ps.vakola.mum@mahapolice.gov.in
Vanrai	26862933	26861677	ps.goregaoneast.mum@mahapolice.gov.in
Versova	26304812	26365420	ps.versova.mum@mahapolice.gov.in
Vikhroli	25782240, 25782189	25789366	ps.vikhroli.mum@mahapolice.gov.in
Vile Parle	26117317		ps.vileparle.mum@mahapolice.gov.in
Wadala	24185250, 24185601	24185616	ps.wadala.mum@mahapolice.gov.in
Wadala Truck Terminal	24036645	24036645	ps.wtt.mum@mahapolice.gov.in
Worli	24939352	24930388	ps.worli.mum@mahapolice.gov.in
Yellow Gate	22615830, 6565012	66565009	ps.yellowgate.mum@mahapolice.gov.in

XV. MUMBAI POLICE: ORGANIZATIONAL STRUCTURE⁸



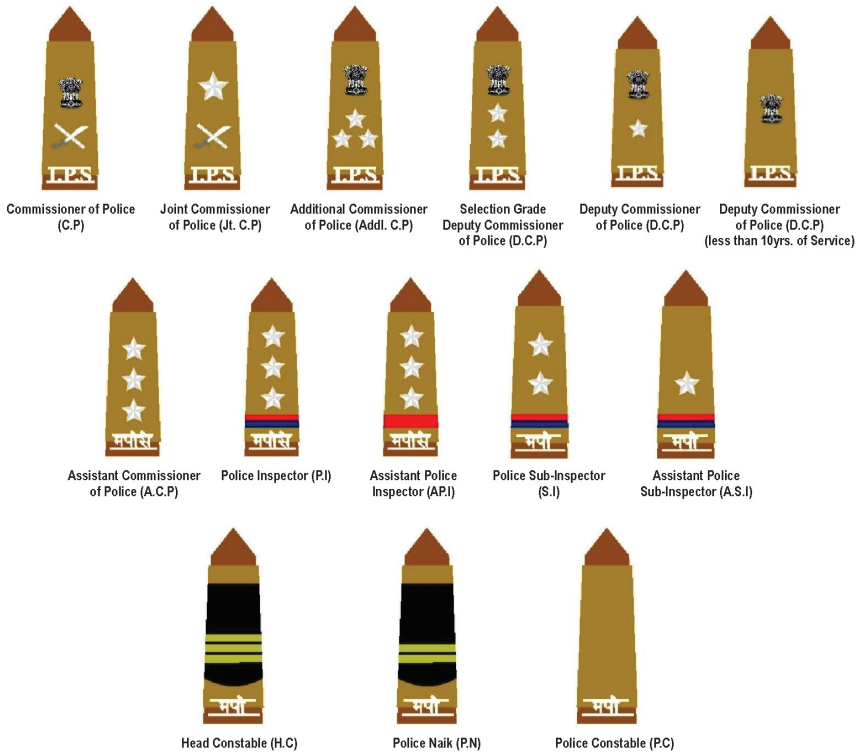
8 See Mumbai Police: Organizational Structure <https://mumbai.police.gov.in/Organisational> accessed on 19 October, 2020.

XVI. MUMBAI POLICE HIERARCHY⁹



⁹ See Mumbai Police Hierarchy <https://mumbaipolice.gov.in/hir> as accessed on 19 October, 2020.

XVII. POLICE INSIGNIA¹⁰



10 Ibid, Page 34

XVIII. THE MAHARASHTRA STATE COMMISSION FOR WOMEN

The Department of Women and Child Development and The Maharashtra State Commission for Women [MSCW], Government of Maharashtra

The MSCW is a statutory body with powers as applicable to a Civil Court. It also has a Counselling and Free Legal Aid Cell which women complainants can approach for redressal of their grievances. Women can also file an online grievance on their website to register their complaint. In addition MSCW monitor implementation of laws affecting women, organise campaigns and conferences.

Department of Women and Child Department, Government of Maharashtra	The Maharashtra State Commission for Women [MSCW]
Address: 3rd Floor, New Administrative Building Madame Cama Road Mumbai 400 032 Contact No: 22027050	Address: Gruhnirman Bhavan Gandhi Nagar, Bandra East, Mumbai 400051 Contact No: 26592707 Helpline no: 07477722424 Email: mscwmahilaayog@gmail.com Website: http://mscw.org.in/

XIX. IMPORTANT RESOURCE MATERIAL ON DOMESTIC VIOLENCE

- i. Addressing Domestic Violence Through the Law-A Guide to – The Protection of Women from Domestic Violence Act, 2005 -2010 edition (Marg): <https://www.ngo-marg.org/addressing-domestic-violence-through-the-law/>
- ii. Handbook on Law of Domestic Violence, 2009 edition (Lawyers Collective)
- iii. Ending Domestic Violence through Non Violence: A Manual for PWDVA Protection Officers (Lawyers Collective in Association with Ministry of Women and Child Development, Government of India and National Commission for Women. (2009) https://www.unifem.org.in/PDF/A_Manual_For_PWDVA-Book.pdf

CHRI PROGRAMMES

CHRI seeks to hold the Commonwealth and its member countries to a high standard of human rights practice, transparency and fulfill the Sustainable Development Goals (SDGs). CHRI specifically works on strategic initiatives and advocacy on human rights, Access to Justice and Access to Information. Its research, publications, workshops, analysis, mobilisation, dissemination and advocacy, informs the following principal programmes:

1. Access to Justice (ATJ)

*** Police Reforms:** In too many countries the police are seen as an oppressive instrument of the State instead of protectors of citizens' rights, leading to widespread rights violations and denial of justice. CHRI promotes systemic reforms so that police act as upholders of the rule of law rather than as enforcers of a regime. CHRI's programme in India and South Asia aims at mobilising public support for police reforms and works to strengthen civil society engagement on the issues. In Tanzania and Ghana, CHRI examines police accountability and its connect to citizenry.

*** Prison Reforms:** CHRI's work in prisons looks at increasing transparency of a traditionally closed system and exposing malpractices. Apart from highlighting systematic failures that result in overcrowding and unacceptably long pre-trial detention and prison overstays, it engages in interventions and advocacy for legal aid. Changes in these areas can spark improvements in the administration of prisons and conditions of justice.

2. Access to Information

*** Right to Information:** CHRI's expertise in the promotion of Access to Information is widely acknowledged. It encourages countries to pass and implement effective Right to Information (RTI) laws. It routinely assists in the development of legislation and has been particularly successful in promoting RTI laws and practices in India, Sri Lanka, Afghanistan, Bangladesh, Ghana and Kenya. In Ghana, CHRI as the Secretariat for the RTI civil society coalition, mobilised efforts to pass the law; success came in 2019 after a long struggle. CHRI regularly critiques new legislation and intervenes to bring best practices and knowledge to the governments and civil society both when laws are being drafted and when they are first implemented. It has experience of working in hostile environments as well as culturally varied jurisdictions, bring valuable insights to countries seeking to evolve new RTI laws.

***Freedom of Expression and Opinion -- South Asia Media Defenders Network (SAMDEN):** CHRI has developed a regional network of media professionals to address the issue of increasing attacks on media workers and pressure on freedom of speech and expression in South Asia. This network, the South Asia Media Defenders Network (SAMDEN) recognises that such freedoms are indivisible and know no political boundaries. Anchored by a core group of media professionals who have experienced discrimination and intimidation, SAMDEN has developed approaches to highlight pressures on media, issues of shrinking media space and press freedom. It is also working to mobilise media so that strength grows through collaboration and numbers. A key area of synergy lies in linking SAMDEN with RTI movements and activists.

3. International Advocacy and Programming

Through its flagship Report, Easier Said Than Done, CHRI monitors the compliance of Commonwealth member states with human rights obligations, especially at the UN Human Rights Council. It advocates around human rights challenges and strategically engages with regional and international bodies including the UNHRC, Commonwealth Secretariat, Commonwealth Ministerial Action Group and the African Commission for Human and People's Rights. Ongoing strategic initiatives include advocating for SDG 16 goals, SDG 8.7, monitoring and holding the Commonwealth members to account and the Universal Periodic Review. We advocate and mobilise for the protection of human rights defenders and civil society spaces.

4. SDG 8.7: Contemporary Forms of Slavery

Since 2016, CHRI has pressed the Commonwealth to commit itself towards achieving the United Nations Sustainable Development Goal (SDG) Target 8.7, to 'take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.' In July 2019 CHRI launched the Commonwealth 8.7 Network, which facilitates partnerships between grassroots NGOs that share a common vision to eradicate contemporary forms of slavery in Commonwealth countries. With a membership of approximately 60 NGOs from all five regions, the network serves as a knowledge-sharing platform for country-specific and thematic issues and good practice, and to strengthen collective advocacy.

This is a directory of relevant contacts and institutions to assist women and children affected by violence, and all stakeholders working to address or respond to violence against women and children in Mumbai. It provides the contact details of service providers, police stations and offices of senior police officers of Mumbai Police, Protection Officers under the Protection of Women from Domestic Violence Act, 2005, important helpline numbers, and civil society organisations.



**FRIEDRICH NAUMANN
FOUNDATION** For Freedom.

South Asia

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CHRI

Commonwealth Human Rights Initiative
working for the practical realisation of human rights in
the countries of the Commonwealth

Commonwealth Human Rights Initiative

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New Delhi - 110 016
Tel: +91-11-4318 0200
Fax: +91 11 4318 0217
Email: info@humanrightsinitiative.org
Website: www.humanrightsinitiative.org