


**GOVERNMENT OF PAKISTAN
MINISTRY OF HUMAN RIGHTS
OFFICE OF DG(ZARRA)**

Islamabad, the 15th July, 2022

NOTIFICATION

F.No.1(2-B)/2021-DG(ZARRA): In light of Section 3(4) of the Zainab Alert, Response and Recovery Agency (ZARRA) Act, 2020 and in consultation with Law & Justice Division, the Zainab Alert, Response and Recovery Agency (ZARRA) has formulated the Standard Operating Procedures (SoPs) for Law Enforcement Agencies and its stakeholders to deal with Missing and Abducted Children (Copy enclosed).

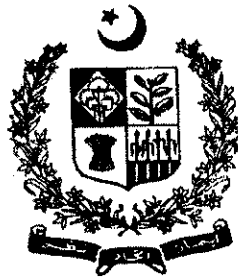

(Dr. Jahanzeb Khan)
Director General (ZARRA)
051-9211893

Distributions:

- 1) The Inspector Generals of Police, Islamabad, Punjab, Khyber Pakhtunkhwa, Sindh & Balochistan.
- 2) The Secretary, Home Departments, Government of the Punjab, Khyber Pakhtunkhwa, Sindh & Balochistan.
- 3) The Secretary, Social Welfare Departments, Government of the Punjab, Khyber Pakhtunkhwa, Sindh & Balochistan.
- 4) The Director General, Federal Investigation Agency (FIA) HQs, Islamabad.
- 5) The Child Protection Commissions / Bureaus / Authorities / Institutions, Islamabad, Punjab, Khyber Pakhtunkhwa, Sindh & Balochistan.
- 6) The Chairpersons, NCSW, NCHR and NCRC, Islamabad.
- 7) The Director Generals, Special Education (SE) and Legal Aid Justice Authority (LAJA), Islamabad.
- 8) The IT Expert, Helpline, Ministry of Human Rights, Islamabad.
- 9) Office record.

Copy for information to:

- (1) PS to Federal Minister for Human Rights, Islamabad.
- (2) APS to the Secretary, Ministry of Human Rights, Islamabad.
- (3) APS to the Joint Secretary (Admn), Ministry of Human Rights, Islamabad.



**Standard Operating Procedures (SoPs)
for Law Enforcement Agencies and Stakeholders
dealing with Response and Recovery of Missing
or Abducted Children
(2022)**

**GOVERNMENT OF PAKISTAN
MINISTRY OF HUMAN RIGHTS
OFFICE OF DIRECTOR GENERAL (ZARRA)
8th Floor, Kohsar Block, New Pak Secretariat
ISLAMABAD**

In pursuance of sub-section 4 of section 3 of the Zainab Alert Response and Recovery Act, 2020 (XV of 2020), the Zainab Alert, Response and Recovery Agency (ZARRA) in consultation with its stakeholders is pleased to make the following Standard Operating Procedures (SoPs), namely: -

1. Short title and commencement. – (1) This instrument shall be called the Standard Operating Procedures (SoPs) for Safety and Protection of recovered Missing or Abducted Children, 2022.

(2) These standard operating procedures shall come into force at once to whole of the Pakistan.

2. Definitions. – (1) Unless there is anything repugnant in the subject or context, -

- a) “**Act**” means the Zainab Alert Response and Recovery Act, 2020 (XV of 2020);
- b) “**Director General**” means Director General of ZARRA;
- c) “**Official**” means any relevant official of the concerned law enforcement agencies, ZARRA, or such other body which is dealing with or case of missing or abducted child;
- d) “**Stakeholders**” means all relevant governmental, including Federal and Provincial, Ministries, line Departments, Law Enforcement Agencies and relevant Organizations concerned with reporting and recovery of Missing or Abducted Children;
- e) “**Schedule-A**” means the Schedule to this instrument; and
- f) “**Unattended child**” means a child with unknown parentage, orphan, abandoned, neglected, destitute, homeless or not in the legal custody of anyone.

(2) All other words and expressions used but not defined herein shall have the same meanings as assigned thereto in the Act and respective laws.

PROCEDURES:

3. Missing or abducted child reporting.— (1) The initial report of a missing or abducted child shall be made through a telephone call or ZARRA Application (App) or through the ZARRA or any other source including but not limited to, the Prime Minister Delivery Unit (PMDU) through the Pakistan's Citizen Portal (PCP) mobile application.

(2) The official at the time of receiving information shall confirm the reporter's name, address, telephone number and location and enquire if the person reporting the missing or abducted child is the child's next of kin or any other relative.

(3) The official shall ask what was the child's emotional state when the child was last seen (e.g. has there been an incident leading to them going missing or have they self-harmed?)

(4) The official shall seek information or activities on social media accounts, which were under the use of the child.

(5) The official shall record if the child has gone missing or has been abducted before and if yes, from where the child was found.

(6) The official may seek more information about any additional concerns that the concerned law enforcement agencies should be aware of about the child (e.g. drugs, alcohol issues, special needs, or medication requirements).

(7) After receiving the required information in respect of the child, the Police shall lodge a complaint in accordance with Section 154 of the Code, and shall inform PMDU to raise the Alert.

4. Creating an Alert.— (1) The Alert shall be raised by the officials of the PMDU or the officials of ZARRA upon receipt of sufficient information as detailed in the Schedule-A about

the missing or abducted child from individuals, Ministry of Human Rights Helpline (1099), stakeholders or the Police, FIA authorities.

(2) The Alert shall be created on the dashboard through which relevant Police authorities shall be informed.

(3) The designated official of ZARRA shall coordinate with cellular companies to ensure that automated public service messages are generated on their user database.

(4) The Alert raised should be precise, easily understood and needs to be quickly disseminated, and should not contain information that may further victimize the missing or abducted child or is unnecessary. The Alert should also contain the contact number of the designated ZARRA official or the ZARRA App to communicate any relevant information about the missing or abducted child.

(5) The designated official of ZARRA shall coordinate with social media company i.e. Facebook for activation of Facebook AMBER or missing child alert.

(6) The Alert official of the PMDU shall enter the details collected into the database.

(7) In the event that a complainant's call is forwarded to another official, detailed information should be requested and recorded from the lead and shared with the investigating law authority.

(8) The official should be available and accessible at all times from the time the Alert is raised till the missing or abducted child is recovered or the child's whereabouts are discovered.

5. Assessment of ongoing cases.— (1) To assess the urgency of the situation the official shall conduct a risk assessment report of the case.

(2) The official shall closely monitor and facilitate the investigation of each case of missing or abducted child, periodically review the status of each case and ensure quality of the investigation conducted.

(3) The official shall confirm if the missing or abducted child is below the age of fourteen years and whether the missing or abducted child is a girl or has any special needs.

(4) The official shall also record if the child has previously gone missing or has been abducted before as well.

(5) Based on the foregoing, the official may provide his findings of the risk assessment to develop an investigation plan and proceed to contact relevant agencies.

6. Intimating other relevant agencies.— (1) After filing the information, the official shall notify all the check posts, motorway exits and motorway police about the missing or abducted child.

(2) The official concerned shall maintain constant communication with the child's family and provide the family with any updates relevant to the search of the missing or abducted child.

(3) The official shall liaise with other law enforcement agencies in surrounding jurisdictions and will provide complete information recorded at the time of receiving the complaint.

(4) The official shall determine if additional officials are needed to recover the missing or abducted child.

(5) The official shall seek assistance from Child Pornography Cell of Cybercrime Wing of Federal Investigation Agency (FIA) in case of online enticement of the child.

(6) The official shall determine areas of response based upon case specific details gathered by the official including time passed since the abduction, possible destinations where the abductor may take the child etc. and contact to seek the cooperation of relevant federal and provincial law enforcement agencies, media authorities or institutions.

7. Transferring investigation.— (1) It is the responsibility of the division and the individual official receiving a report of a missing or abducted child to complete the information as provided in Schedule-A even when it is clear that a report will have to be transferred to another jurisdiction because the child has been moved to another province or jurisdiction.

(2) Right of the principal investigation will rest with the division under whose jurisdiction the child has gone missing or has been abducted.

(3) If the missing or abducted child remains missing for thirty days, the official shall inform his superiors who shall then contact relevant agencies like FIA or Interpol for human trafficking etc. and also name of the missing or abducted child may be placed on watch-list by FIA for a period of six months or more.

(4) As soon as practical, after the missing or abducted child incident is resolved, an in-depth review should be conducted to assess the efficiency and effectiveness of the Alert process and a report should be prepared by the concerned investigation official to be submitted to the Director General.

8. Management of the return of a missing or abducted child.—(1) Upon being traced alive, the official, while keeping the child's best interests in mind, shall ensure that the recovered child goes through a psychological and physical examination by an available social case worker.

(2) Upon being traced alive, medical attention (including psychological evaluation) shall be provided, unless impracticable, and only after that the official shall conduct an interview with the recovered child.

(3) The official shall only interview the recovered child if the child is comfortable in speaking with the official. If the missing or abducted child is more comfortable speaking to persons other than the police, like child protection officers, social case workers or social welfare officers, they shall carry out the interview instead.

(4) The level of comfort may be assessed from the behavior of the child. Some children are accustomed to thinking that no one would ever believe them, or they are silenced by the thought of what would happen to them and, therefore, are not willing to help. The children often believe that they may be threatened and punished if they speak about their abuse and exploitation. Children also sometimes remain silent about the abuse because the perpetrator is someone close to them or known to them, making it harder for them to confide in someone about their experiences.

(5) Police officials must remain cognizant of the psychological and physical trauma that the recovered child might have gone through while interviewing the child. For this, the official may look for physical or psychological manifestations of this trauma. These may include the following:

Physical Signs	Psychological Symptoms and Signs
Bleeding or bruising in genital areas, other injuries on the body, or difficulty in walking	Aggression, hostility, impaired trust, eating disorder, lack of appetite, low self-esteem, anxiety, shock, guilt or denial of any involvement in any exploitative situation. Inability to remember or recall things clearly. Inability to recall events in a chronological or sequential way

(6) Police officials must respect the dignity of the child, and ensure that their best interests are protected and they must be treated with compassion at all times.

(7) The interview of the recovered child should be carried out and the interviewing official shall try to establish the reasons and circumstances of the child going missing or abducted in the first place, and to assess if he has suffered any harm. Such information may be used to assist in identifying ways of preventing such incidents in the future.

9. Return of recovered child.– (1) Upon recovery, the official assigned to the recovery or return of a missing or abducted child shall verify that the located child is in fact the missing or abducted child.

(2) The official shall arrange for the return of the child to his legal guardian to the address provided when the complaint was initially lodged.

(3) The official shall inform the parents or guardians of the recovered child and ensure that the child reached the parents or guardians directly on the address provided when the complaint was lodged.

(4) Where a complaint has not been lodged, if the child is not aware of his home address the official shall report to his supervising authority who shall then endeavor to reach out to the child's parents or guardians or coordinate with the media agencies to locate the parents or guardians of the child.

(5) If parents or guardians can still not be located, then the child shall be transferred to a child protection institute or child protection unit or any other arrangement for his safe custody and care and the services of a child protection officer or professionals shall be sought.

(6) The official shall complete the appropriate supplemental reports and request the PMDU and ZARRA to cancel all outstanding Alerts with respect to the recovered child.

(7) As soon as it has been verified that the recovered child is the child who was reported missing or abducted, the official shall swiftly and accurately relay information about the conclusion of the Alert to the media. The Alert cancellation should, at a minimum, indicate if the child has been recovered, and if the suspect is in custody or is still at large.

(8) The official shall also ensure that all parties participating in the Alert are notified of the cancellation.

(9) Even in instances where the missing or abducted child is not recovered, maintaining active status of the Alert may not be feasible and the official, in consultation with the Director General, may determine when to cancel an Alert and to notify any relevant stakeholders.

10. Treatment of vulnerable missing or abducted child.– (1) All recovered children who are female must be dealt with and interviewed by female police officers, child protection officers, social case workers, social welfare officers, doctors, or psychologists only.

(2) The female child shall be stayed, if necessary, in the compartment exclusively allocated for females and shall be managed by female officials.



(3) Additional measures to be taken to cater to the needs of vulnerable children, such as special children, children belonging to minority groups or transgender community etc.

11. Supervision of missing or abducted child case by ZARRA.– (1) It is compulsory for concerned law enforcement agencies to keep ZARRA updated about the actions taken or being taken by them for the recovery of missing or abducted child in each case.

(2) All concerned law enforcement agencies and PMDU shall submit their fortnightly or monthly progress reports with regard to missing or abducted children cases to ZARRA.

12. Training and awareness.– (1) The staff at the Police stations must have a thorough understanding of the definition of a ‘missing child’ as per the definition provided in the Act.

(2) Training and awareness on registering the case of missing or abducted child be provided to law enforcement agencies especially Police officers or officials on maintaining and sharing all information pertaining to the missing or abducted child and shall include all the information provided to them in **Schedule-A**.

(3) Training and awareness on interactions with recovered child and review of these SOPs should be conducted as directed by the Police Personnel and Training Section. This training should sensitize all the police officials from time to time especially on checkpoints who may interact with missing or abducted children at first. Training and awareness sessions may also be conducted on the interaction with traced or recovered children.

(4) Each media house should train and provide awareness resources to their employees about the Alert and the steps to be taken once such an Alert is raised.

[Islamabad, the 15th July, 2022]



Name: **DR. JAHANZEB KHAN**

Designation: **DIRECTOR GENERAL (ZARRA)**

SCHEDULE-A

[see Section 7(1) of ZARRA Act, 2020]

(a) Basic information about the missing child: -

- (i) Full Name;
- (ii) Date of Birth;
- (iii) Birth Place;
- (iv) Nicknames, if any;
- (v) Current and previous addresses- Who else lived there?
- (vi) Current and former employers;
- (vii) Languages spoken; and
- (viii) School attended;

(b) Physical description of the missing child:

- (i) Height;
- (ii) weight;
- (iii) Age;
- (iv) Build;
- (v) Hair colour and length of hair;
- (vi) Eye colour;
- (vii) Any distinguishing marks - such as tattoos, birthmark, scars, etc.;
- (viii) Beard, moustache and side burns; and
- (ix) Most recent photo of the missing child;

(c) Habits and personality of missing child: -

- (i) Does the child have any personal or emotional problems?
- (ii) Any addiction drug or smoking;
- (iii) What level of education or training does the child have? and
- (iv) Does the child visit frequently any particular areas or places of interest?

(d) Clothing that the missing child was wearing the last time seen: -

- (i) Style and color of wearing cloths;
- (ii) Style and colour of jacket or outerwear;
- (iii) If applicable, type of headwear;
- (iv) Type of glasses;
- (v) Type of gloves; and
- (vi) Type and color of footwear;



(e) Trip plans of the missing child the day he went missing: -

- (i) What were the missing child's plans and activities on the day he went missing?
- (ii) Where was he or she going?
- (iii) Why was he or she going there?
- (iv) If the individual was travelling by car, can you provide the make and model number, licensed plate number, as well as registration if possible: and
- (v) Provide information about any other vehicles or mode of travel the missing child may have access too;

(f) Information about the last time the missing child was seen:

- (i) The time and location of where he or she was last seen;
- (ii) The name of the individual who last saw the missing child;
- (iii) The name of the individual who last talked at length with the missing child;
- (iv) The direction the missing child was travelling the last time seen;
- (v) The attitude of the missing child the last time seen; and
- (vi) was the missing child complaining of or concerned about anything before he went missing;

(g) Overall health and condition of the missing child: -

- (i) Physical condition;
- (ii) Any known medical problems or disease;
- (iii) Any handicaps or disabilities;
- (iv) Any psychological problems;
- (v) Any medications that the child is taking;
- (vi) Any addiction that the child has;
- (vii) Provide the name of the missing child's family physician and their health card number, if possible;
- (viii) Provide the name of the missing child's main dentist, if possible;
- (ix) Potential people that the child may have contacted last time; and
- (x) List all of the child's friends and acquaintances who the missing child may try to contact. Try to include addresses and telephone numbers; and

(h) Belongings of the Missing Child: -

- (i) Items such as a hairbrush, a toothbrush, or undergarments in the event that investigators may need to undertake DNA analysis;
- (ii) Any electronic equipment such as a cell phone or computer? What is the maker of phone and the cell phone provider; and
- (iii) As well, do you know if they were active on a chat line or other social online or media network such as Facebook?