



NDSAW

साहस . सुरक्षा . समाधान.

NDSAW INCIDENT RESPONSE HANDBOOK

For Internal Use Only

IN ANY CIRCUMSTANCES, DO NOT PERFORM OR TAKE ANY DECISION WITHOUT NOTIFYING THE CHIEF OF OPERATIONS OF NDSAW! IF HE/SHE IS NOT AVAILABLE THEN TELL ANY OTHER OFFICER OR RESPONSIBLE ADULT BUT DO NOT TAKE CHANCES OR RISKY DECISIONS ALONE!

Introduction

This handbook is designed for **NDSAW officers** to handle various types of cyber safety and student welfare cases within the school environment. It outlines lawful, ethical, and strategic methods for investigation and support.

Incident Categories & Response Plans

Online Stalking

- Collect evidence: Screenshots, chat logs, timestamps, etc as much as you can.
- Help the victim block and secure accounts.
- Report discreetly to the school counselor or principal.
- Applicable Law: IPC Section 354D (Stalking).

Cyberbullying

- Document everything: hurtful texts, posts, etc.
- Support the victim emotionally.
- Discreetly inform school authorities.

- Applicable Law: IPC 507, IT Act (cyber harassment).

Account Hacking

- Assist in regaining control (password reset, 2FA).
- Identify breach origin: phishing, weak passwords.
- Inform school IT admin if needed.
- Applicable Law: IT Act Section 66 (Hacking).

Hate Speech

- Avoid public confrontation, archive evidence.
- Alert school heads due to communal sensitivity.
- Applicable Law: IPC 153A, 505 (Inciting Hatred).

Explicit Image Circulation

- Do NOT forward the media.
- Report directly to authorities and counselors.
- Speak with the victim privately and respectfully.
- Applicable Law: POCSO Act, IT Act Section 66E.

Sexual Harassment / Death Threats [very serious] {Very Rare}

- Never delay—alert a responsible adult instantly.
- Record statement only if victim is comfortable.
- Coordinate with counselors/legal aid immediately.
- Applicable Law: POCSO, IPC 354, 376 (depending on severity).

What to Say to Victims

- "You're safe now. You're not alone in this."
- "You did the right thing by coming to us."
- "This is serious, and we'll help you report it safely."
- "Everything will be handled confidentially."
- "If at any point you're uncomfortable, just let us know."

Emergency Response Card

1. Collect Evidence.
2. Protect the Identity of the Victim.
3. Notify a Responsible Adult (ASAP for serious cases).
4. Begin Case Report (coded if needed).
5. Escalate According to Severity Level.

When to Involve Police

- Explicit media shared without consent (child or minor).
- Sexual threats or physical abuse.
- Repeated stalking or blackmail.
- Anything that violates POCSD or leads to physical/mental trauma.

When to Abort Investigation (Escalate & Exit)

- If the matter involves external adult criminals.
- If your team is being threatened or stalked.
- If school management demands closure for legal reasons.
- If evidence shows involvement of law enforcement or media.
- **Always document the closure reason and escalate to the COO.**

Issued by: Vinayak.G.Niyogi, NDSAW Chief of Operations

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Jai Hind....Jai Bharat