



Gender-Responsive COVID-19 Recovery in India

Report on

**Training and Capacity Building for One Stop Centres & allied functionaries
on GBV prevention and response**



Social and Development Research & Action Group

www.sadrag.org



PREFACE

Over two years into the COVID-19 pandemic, the multiple waves continue to unfurl across the nations, with the most devastating consequences for individuals and groups with pre-existing vulnerabilities. As lockdowns and restrictions persisted, disproportionate increases in inequalities for women across health, protection, education, and livelihoods were reported from different regions. Emerging evidence over the past year confirmed that the pandemic had a regressive effect on gender equality and it resulted in an unprecedented increase in violence against women. It is in this context that UN Women has implemented a programme titled ‘Gender-Responsive COVID-19 Recovery in India’ to reduce the disproportionate gender-based risks and negative impact of COVID-19 on women, including those who are the most marginalized and in particularly vulnerable situations. The purpose of the programme is to enhance institutional capacities of governance institutions to prevent and respond to all forms of violence against women.

Under the training and capacity building component of the program, a series of workshops were conducted with service providers including the frontline workers and functionaries of GBV redressal mechanism. They were trained with knowledge and capacity to enhance the provision of response operating in a highly sensitive and complex environment in COVID-19 like situations. The two day training was conducted in partnership with state Departments of Women & Child in respective states of Punjab, Tamil Nadu and Uttar Pradesh. It was fourteen hours of training imparted through participatory methodologies including group activities, discussions, role plays and group presentations. A total of 1093 functionaries were trained through 15 training workshops held in the three states. It was with active communication and coordination with the three state departments of Women & Child that the training workshops could be conducted simultaneously in the three states. Separate teams of subject specialists and trainers were constituted to conduct training in the local language of each state.

During the training, the focus was to build an understanding on gender and gender based violence and link it with the existing processes of GBV redressal mechanism. The guidelines of the central government’s SAKHI-One Stop Centre scheme were used to impart training on the processes of case management, documentation and follow up.

This report is the compilation of observations and analysis based on training workshops conducted in the three project states. It provides a detailed account of training objectives, participants profiles and the recommendations for the strengthening of the existing response and redressal mechanism.

This project has been a collective work of several individuals and organizations. We want to express our deepest gratitude to the participants who had participated in this collective process of learning and exchange of knowledge. A special thanks to the respective WCD departments of the state governments for their support in planning, scheduling and mobilization of participants for training. We take this opportunity to thank the dedicated trainers and SADRAG’s in-house team who made sure that workshops were conducted on schedule.

This project could not be completed without the cooperation and support of UN Women who provided financial and technical resources for the completion of this endeavor.

We are sure that the recommendations in this report would provide valuable insights on improving the training and capacity building endeavors and would strengthen the GBV redressal and response mechanism in India and would pave a way for a regular regime of training and capacity building of ground functionaries.

SADRAG

March 2023

LIST OF ABBREVIATIONS

1. CDPO – Child Development Project Officer
2. CWC – Child Welfare Committee
3. DCPU – District Child Protection Unit
4. DIR – Domestic Incidence Report
5. DLSA – District Legal Services Authority
6. DPO – District Protection Officer
7. FCC – Family Counselling Centres
8. FIR – First Information Report
9. GBV – Gender-based Violence
10. ICDS – Integrated Child Development Services
11. JJB – Juvenile Justice Board
12. NGO – Non Governmental Organization
13. OSC – One Stop Centre
14. PCR Van – Police Control Room van
15. PFO – Police Facilitation Officer
16. POCSO Act – Protection of Children from Sexual Offences Act, 2012
17. POSH Act – Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
18. SOPs – Standard Operating Procedures
19. UID Number – Unique Identity Number
20. UN – United Nations
21. VAO – Village Administration Office
22. WCD – Ministry of Women and Child Development

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I – INTRODUCTION

Gender-Based Violence (GBV) is a violation of human rights and has a grave impact on victims/survivors, their families, and communities, and it remains a major public health and development challenge in India.

Over two years into the COVID-19 pandemic, the multiple waves continue to unfurl across the nations, with the most devastating consequences for individuals and groups with pre-existing vulnerabilities. As lockdowns and restrictions persisted, disproportionate increases in inequalities for women across health, protection, education, and livelihoods were reported from different regions. Emerging evidence over the past year confirmed that the pandemic had a regressive effect on gender equality. Increasing violence against women needs attention from all squares. It is in this context that UN Women has implemented a programme titled ‘Gender-Responsive COVID-19 Recovery in India’ to reduce the disproportionate gender-based risks and negative impact of COVID-19 on women, including those who are the most marginalized and in particularly vulnerable situations. Under the program, One Stop Centres (OSCs) and related service providers were trained with sufficient knowledge and capacity to enhance the provision of response operating in a highly sensitive and complex environment during COVID-19.

PURPOSE

The purpose of the programme is to:-

- Enhance institutional capacities of governance institutions to prevent and respond to all forms of violence against women
- Improve response and give support to survivors of violence in each of the trainee states.
- Create a consensual redressal mechanism in the form of Model OSC and SOPs for OSC functionaries.

OBJECTIVES

The objectives of the programme are to:

- Train the frontline workers and functionaries on issues of gender and GBV.
- Understand the GBV redressal mechanism implemented in the country.
- Learn the process of service and support to the survivor of GBV through One Stop Centres.

This program has been implemented in the three states of Uttar Pradesh, Tamil Nadu and Punjab. Under the programme, training of GBV and related functionaries was an important component of the programme, ‘Gender-Responsive COVID-19 Recovery in India’.

II. The Training Design:

The training program was implemented in Punjab, Tamil Nadu and U.P. between September to November 2022. The training program involved planning, coordination and implementation at multiple levels. It required regular communication with state WCD departments who planned the training schedule and mobilized participants to attend the training. The processes for selection of trainers and their orientation, preparation of training content and logistics arrangements were done simultaneously in the three states.



The training content was designed with a total of six thematic sessions (Annexure – I). The workshops were designed for a total of fourteen hours of training through participatory group activities, discussions, role plays, group presentations and screening of relevant films (Annexure-II).

Under the training program, a total of sixteen workshops were conducted across Punjab, Tamil Nadu and Uttar Pradesh. The participants were drawn from SAKHI-OSCs and other departments such as health, police, judiciary and NGOs. (Appendix – III). While the thematic sessions were conducted by the trainer, the specific session on government schemes and women welfare programs was taken by the concerned state department.

Training at a glance:

Total no. of districts in three project states	137
No. of districts/OSCs covered	108
Total no. of participants	973

*Each district of the state has one functional OSC.

Training Profile in project states:

Punjab	One day workshop No. of workshops held = 9 No. of districts/OSCs covered = 22 Participants - OSCs, Health, Judiciary, Police Total no. of participants = 565 Total no. of cases received at OSCs = 12505*
Tamil Nadu	Two day workshop No. of workshops held = 3 No. of districts/OSCs covered = 34 Participants – police, OSCs, judiciary, health Total no. of participants = 286 Total no. of cases received at OSCs = 32412*
U.P.	Two day workshop No. of workshops held = 3 No. of districts / OSCs covered = Participants – OSCs staff Total no. of participants = 122 Total no. of cases received at OSC = 154919

III – TRAINING IN PUNJAB

A total of nine workshops were conducted in Punjab between 28th September 2022 and 27th October 2022 when it culminated with a state level workshop at Jalandhar. The workshops in Punjab followed the one day training schedule (Annexure-IV). The workshops were conducted in Punjabi, the local language of the state. However, Hindi and English words were used where ever necessary.

Total no. of districts in state = 23

- No. of districts covered = 22

Total no. of participants = 565

- No. of female participants = 517 (75%)

The 23 district OSCs of the state were clubbed across eight locations in different parts of the state. The workshops conducted, at a location, covered participants from 2 to 3 districts of the state. In addition, a state level event was conducted in Jalandhar on 27 October 2022 for sharing and exchange of observations, learnings and experiences based on the training program. There were 120 participants from OSCs, health and other government departments of the state. There were presentations by SADRAG as well as by government officials on existing status of OSCs in the state and learnings gained from the workshops held in Punjab. The event was presided over by Dr Baljit Kaur, the cabinet Minister for Women and Child, Punjab. The state WCD officials were present there. Kanta Singh, Deputy Country representative, UN Women welcomed Dr Baljit Kaur, Minister for Women & Child, Punjab. A lively folk dance of Punjab was put up by the girls.



State level workshop, Jalandhar

i. Training assessment of participants:

The pre and post training assessment were conducted before and after each workshop. The participants were provided a questionnaire with multiple choice questions and they had to mark the correct answer. A total of 501 pre training questionnaires and 455 post training questionnaires were collected during the workshops.

S.No.	Questions	Observations
Pre – Training assessment		
A. Gender and GBV		
1.	Is there any difference between Sex and Gender?	The participants were familiar with Sex and Gender as two separate words.
2.	Types of gender based violence!	The participants could identify sexual harassment at workplace, sexual assault and child marriage as forms of gender based violence. They left the given option – Homicide, which is not a kind of GBV.
3.	What does Domestic Violence comprise of?	The participants opted for verbal, emotional and sexual abuse as the kinds of violence covered under the definition of domestic violence.
4.	What is Cyber-Bullying?	The participants opted that cyber bullying occurs through social media on the computer.
5.	Is Sexual Harassment of women at workplace a myth or a fact?	Not all participants opted for sexual harassment at workplace as a Fact.
B. One Stop Centres		
6.	What are One Stop Centres meant for?	There was a general clarity that OSCs are meant for women survivors of violence. A few however opted that OSCs are meant for both men and women.
7.	Which facilities are available at OSCs?	The participants were aware that facilities for medical check-up, legal assistance, registration of FIR, emotional support, counselling and shelter are available at OSCs.
8.	181 as the National Helpline for women!	The participants were, by and large, aware of 181 as the national help line for women in distress. A few however, opted for numbers 191, 108 and 121 as women helplines.
C. Legislations related to GBV		
9.	Name the laws related to GBV.	The participants opted for The Domestic Violence Act 2005, Sexual Harassment of Women at workplace Act 2013 and The Protection of children from Sexual Offences Act, 2012 (POCSO) as the laws related to GBV.
10.	POCSO Act deals with offences against?	The participants knew that POCSO Act deals with offences against children.

Post- Training assessment		
A. Gender and GBV		
1.	What is Gender?	A majority of participants opted for gender as the 'Social Construct'.
2.	What is gender-based violence?	The participants understood the broad category of gender based violence, inclusive of abuse in context of someone's sex, harm against someone's will and abuse against women and girls and abuse against Transgender and LGBTQ community
B. One Stop Centres		
3.	How do One Stop Centres support women in distress?	a) The participants opted for multiple services role of OSCs under the definition of single window redressal mechanism for survivors of violence. It includes provision of shelter, emotional support, police FIR, counselling, medical help, legal support through OSCs.
4.	How does an aggrieved woman access SAKHI-OSC support?	The participants were aware of all the access routes, an aggrieved women, can use to seek support from One Stop Centres.
5.	Monitoring and follow up at OSC.	The participants opted for the importance of monitoring and follow up of cases dealt by OSCs. They had learnt that it was important to follow up with women who were provided support at the OSC to prevent the repeated cycle of violence.
6.	What is the provision of shelter in SAKHI/OSC?	The participants were aware that OSCs provide temporary facility of shelter. A few opted for shelter facility, as both permanent as well as temporary, depending on the case.
C. Legislations related to GBV		
7.	Who can file Domestic violence Act?	The participants were aware that either the survivor, the NGO or a relative can file the complaint under the Domestic Violence Act.
8.	An External member is important in POSH Committee at workplace?	Not all participants opted for the option that an external member is important in POSH Committees constituted at workplace.
9.	What are the basic features of POCSO Act?	Majority of the participants were aware of the basic features of POCSO Act, which are gender friendly justice, maintaining the confidentiality of the victim and child friendly investigation and trials.
10.	What is the role of the case worker?	a) The participants were aware of the multiple roles of case worker comprise assistance and support to Centre Administrator, the PFO (Police Facilitation Officer), para-legal personnel/ lawyer and maintenance of all records.



Group Work at the Workshop

ii. Challenges and Constraints –

During the workshops, the participants discussed the challenges & constraints of OSCs functioning through a group activity. Their discussion inputs are summed up as following:

1. Location of OSCs –

Most of the OSCs in the state, are located at a place which is conveniently accessible and connected. They are located near and/or within the premises of district civil hospital. However, the OSC Nawanshahr, located in civil hospital, is situated outside the city area with scant availability of public transport.

2. Infrastructure at OSCs –

The available space is a constraint with limited scope for privacy of survivor and provision of shelter at the centre.

- OSC Fazilka – The space at OSC Fazilka is inadequate for an optimum service delivery. Due to the limited available space, the team members find it difficult to carry out daily work at the centre.
- OSC Faridkot – There is sufficient space but its division is done very haphazardly. The partitioning for rooms is so improper that it hampers the multiple tasks to be carried by the team.
- OSC, SBS Nagar – The working space is adequate but the space for shelter is not. The room is too small to accommodate the stipulated number of beds. Therefore when there are more number of women, they cannot accommodate them all.

3. Unavailability of Medical Kits - Many participants mentioned that they did not have sufficient number of medical kits. These should be in adequate number for an immediate access in times of need.

4. Need for Rescue Vehicle – Nearly all the participants mentioned the need for a dedicated vehicle for all time use including the emergency rescue, late night cases and outreach activity. It is more important in

context of irregular and unreliable public transport system. They faced the same challenge for accessing the ambulance services and police PCR vans.

A Getting ambulance from the hospital is challenging since these vehicles are limited in number and the hospital needs them more for ferrying the patients. Similarly, we face difficulty in accessing the police PCR vans, due to their pre-occupation with work.

----- A participant during the workshop

5. OSC Team strength –The OSCs teams are incomplete except those at Tarn Taran and Ferozepur. Due to incomplete teams, the existing members felt the burden of work. For instance, the case workers work for 12 hours and feel overburdened.

6. Lack of expertise for specific complaints -

OSCs cannot support women with intellectual or physical disabilities. They lack skills and expertise to address the special needs of these women. There are no SOPs or guidelines for special cases. The participants from district Jalandhar, Gurdaspur, Faridkot, Fatehgarh, and Roopnagar OSCs collectively raised this concern. Access to specialised facilities may not be possible as in case of Faridkot OSC which needed cooperation from the psychiatrist of the hospital but could not get.

7. Training of OSC staff –

The training done so far did not met the essence of OSCs purpose and its linkage with gender and GBV. The trainings had been focused on the management and functioning of OSCs. However the participants said that they learnt the concept of gender and its linkage with violence in the present workshop which has helped them understand GBV redressal mechanism as a whole.

This training workshop has enabled us to understand the systematic functioning of OSCs in context of gender and gender based violence.

..... team members of OSC, Ludhiana

- The members are inducted in OSC without an orientation training. This delays response in many instances.
- The stakeholders trainings especially with police and health departments, are not usually held. The common refrain was that these departments were neither aware of OSC services nor considered it important to coordinate with them.
- The OSCs run 24X7. It's practically impossible for participants to attend offline workshops as a team. Training workshops, in hybrid mode, would enable all team members to learn and improve their understanding and knowledge.

8. Terms of Employment for OSC Team -

- **Type of employment** – The recruitment of OSC staff is outsourced to an external agency. The staff is hired on an eleven months contract. The tag of “temporary workers” deprive them of social security and respect among other departments besides keeping them worried for the job.

- **Working hours** – OSC staff is over burdened with multiple shifts of work. The 24 hours' work roster cannot function in the absence of the complete OSC team.
- **Remuneration of team members** – The remuneration of OSC staff is not proportionate to the quantum of work at the centre. The salaries are too low especially when it is compared with their roles and responsibilities.
- **Recruitment based on experience** Women are generally interested to work in an OSC. However lack of formal degree discourages them from applying for job. The work experience of the applicant should be considered for recruitment in OSC.

9. Budget of the OSC-

- The budget is rigid and there is no flexibility in- between the budgeted heads of expense. When the funds under medical head are exhausted, they cannot use funds from other heads to even meet an emergency situation. They use personal money in critical cases of domestic and sexual violence. Since the procedure to access additional funds is too long, they find it difficult to handle.
- The amount of contingency fund is considerably low. This fund is meant for use in any sudden expense that may crop up while dealing with a case.

10. Lack of inter-departmental co-operation – Lack of cooperation with other departments especially with police and health, was the common refrain. Other departments and institutions are not aware about the functioning and role and responsibilities of the OSC working in the district.

11. Case Management issues –

- Domestic violence is the most common complaint received at OSCs. The participants have no authority to fill the Domestic Incidence Report (DIR) in these cases.
- The OSC has no compelling authority to call people related to a particular case. As a result, survivor's relatives and other people, do not turn up when called. This makes it difficult to manage the case.
- The survivor's parents and relatives complain at OSCs but they refuse for the formal registration of the case. They expect OSCs to mediate and instill fear in perpetrators to prevent repeated violence.
- The community or village panchayats discourage reaching out to OSCs for support. At times, political pressure hinders OSCs action.

12. Assistance to aggrieved women -

- OSCs lack linkages with referral services such as skill training institutes and NGOs for empowering aggrieved women after the case proceedings are over.
- The OSCs have no fund for monetary support to those women who have no money.

13. Awareness about OSCs -

- SAKHI-OSC scheme is not advertised at the ground level. There are no awareness drives in the district.
- There are no funds or facilities available for the conduct of awareness drives on OSCs. Dearth of staff and unavailability of vehicle, hinder the awareness drives on OSCs.

The funds are not available for outreach activities. A dedicated team member should be there for awareness work so that others can focus on the cases.

- Hoshiarpur OSC

14. Case handling & management -

- The management of domestic violence cases is very challenging. The registration of cases is avoided even in case of physical violence where the woman has been injured. She would expect the OSC to either scare their husband and in-laws with the help of police, or counsel the husband and in-laws to not inflict violence. They refuse legal proceedings or legal action against the husband who has inflicted violence.

IV – TRAINING WORKSHOPS IN TAMIL NADU

A total of four workshops were conducted in Tamil Nadu from 27th September 2022 to 15th October 2022. The two day training workshops were held in the four cities of Chennai, Coimbatore, Madurai and Tiruchirappalli. The participants were drawn from district One Stop Centres (OSCs), Family Counselling Centres (FCC), lawyers from DLSA, police personnel, shelter homes for women, health department and NGOs and came from various districts of the state (Appendix - IV).

Total no. of districts in state = 38

- **No. of district OSCs covered = 34**

Total no. of participants = 286

- **No. of female participants = 265
(93%)**

The workshops were conducted in Tamil - the local language of the state. English was also, however used in between the sessions. During the workshops, government officials of Tamil Nadu presented the state schemes and welfare programs. Among the officials present were Tmt. Sundari, Joint Director Social Welfare Department, Tamil Nadu and Tmt. R. Kalaimani, Extension Officer, Social Welfare Board, Tamil Nadu.



Engagement with participants

i. Observations from training assessment:

The pre and post training assessment was conducted before and after each workshop. The participants were provided multiple choice questions and they had to choose the best option. A total of 274 pre training questionnaires and 284 post training questionnaires were collected from the four workshops conducted in the state of Tamil Nadu. The responses were compiled and the areas identified with marked improvement after the workshop. The detailed data is provided in Annexure – 7.B.

Observations from training assessment

S.No.	Questions	Observations
Pre – Training		
Gender and GBV		
1.	Is there any difference between Sex and Gender?	The participants opted for ‘Sex’ and ‘Gender’ as two different words with different meaning of each.
2.	Types of gender based violence!	The participants could identify the sexual harassment at workplace, sexual assault and child marriage as types of gender based violence. They left the given option – Homicide, which is not a kind of GBV.
3.	What does Domestic Violence comprise of?	The participants opted for domestic violence comprising of not only physical abuse but verbal, emotional and sexual abuse as well.
4.	What is Cyber-Bullying?	The participants understood that cyber bullying occurred through social media on computer.
5.	Is Sexual Harassment of	The mixed response by participants implies a low level of awareness on sexual harassment at workplace. Not many opted for sexual harassment as a fact that it actually occurs at workplace.

	women at workplace a myth or a fact?	
One Stop Centres		
6.	What are One Stop Centres meant for?	Barring a few participants, there was a clarity on the purpose of OSCs, i.e., they provide support to only the women survivors of violence and abuse.
7.	Which facilities are available at OSCs?	The participants were aware that facilities for medical check-up, legal assistance, registration of FIR, emotional support, Counselling and shelter are available at OSCs.
8.	181 as the National Helpline for women!	Majority of the participants knew that 181 is the national help line for women in distress. Only a few had a confusion about numbers 191, 108 and 121 as women helplines.
Legislations related to GBV		
9.	Name the laws related to GBV.	The participants opted for The Domestic Violence Act 2005, Sexual Harassment of Women at workplace Act 2013 and The Protection of children from Sexual Offences Act, 2012 (POCSO) as the laws related to GBV
10.	POCSO Act deals with offences against?	The participants were aware that the POCSO Act deals with offences against children.
B. Post- Training		
Gender and GBV		
1.	What is Gender?	The participants understood 'Gender' as a 'Social Construct'.
2.	What is gender-based violence?	The participants understood the linkage between gender and violence. They could understand the broad category of gender based violence, inclusive of abuse in context of someone's sex, harm against someone's will and abuse against women and girls and abuse against Transgender and LGBTQ community
One Stop Centres		
3.	How do One Stop Centres support women in distress?	a) The participants opted for multiple services role of OSCs under the definition of single window redressal mechanism for survivors of violence. It includes provision of shelter, emotional support, police FIR, counselling, medical help, legal support through OSCs.
4.	How does an aggrieved woman access SAKHI-OSC support?	The participants were aware of all the access routes an aggrieved women, could use to seek support from One Stop Centres.
5.	Monitoring and follow up at OSC.	The participants understood the importance of monitoring and follow up of cases / women who were provided support at the OSC.

6.	What is the provision of shelter in SAKHI/OSC?	The participants were well aware of the temporary nature of shelter facility available for women survivors.
Legislations related to GBV		
7.	Who can file Domestic violence Act?	The participants were aware that either the survivor, the NGO or a relative can file the complaint under the Domestic Violence Act.
8.	An External member is important in POSH Committee at workplace?	The importance of external member in Internal Complaints Committee was not the option chosen by all.
9.	What are the basic features of POCSO Act?	The participants knew the basic features of POCSO Act, especially the three essential features of it being gender friendly justice, maintaining the confidentiality of the victim and child friendly investigation and trials.
10.	What is the role of the case worker?	b) The participants were aware of the multiple roles of case worker that range from assistance and support to Centre Administrator, the PFO (Police Facilitation Officer), para-legal personnel/ lawyer to maintenance of all records.

ii. Challenges and Constraints –

The participants discussed several challenges and constraints in the functional aspects of OSCs:

Location of OSCs –

The location of OSCs is important since the aggrieved women need to physically approach it for support. Some OSCs are located at the periphery and/or outside the main city as in case of OSC Theni, OSC Thiruvallur and OSC Erode. This makes the accessibility to OSC, difficult and time consuming owing to the lack of public transport facility in the area.

OSC Tiruvallur is located in Thirutani, near district Government Hospital which is 44 km away from Tiruvallur city. The case workers commute 80 - 85 km in a day to attend to cases in the city which is exhausting and delays the response time. OSC Erode is located in a very interior part of the district. With no proper signage and directions and limited public transport, the access to the centre is difficult.

1. Infrastructure of the OSC –

- Some of the OSCs do not have the mandated infrastructure as per MWCD guidelines. For instance, OSC Chennai-A operates from the Welfare Board Office, Collectorate. Similar is with OSC Pudukottai.
- The space constraint in OSCs hampers optimum functioning and provision of facilities. A few OSCs do not have space to provide shelter facility.
- Some OSCs have old and worn out infrastructure. OSC Erode requires a compound wall since the area is infested with snakes and can be seen in the immediate surroundings.

- Safe drinking water is essential at OSC. However, OSC Pudukkottai depend on vendor for the supply of drinking water.

2. Rescue Vehicle - There is a major concern for emergency rescue, night travel and commuting long distance in the absence of a reliable vehicle.

Many OSCs can't avail ambulance services since the hospital needs it more and these are limited in number. Similarly, they can't access PCR vans since the police has a busy schedule and may not spare the van for use by OSC.

3. OSC Team – Almost all the OSCs have an incomplete team. Several OSCs do not have Police Facilitation Officers (PFOs). The para-medical and medical staff may not be posted permanently at the centre. Some centres have them on call. As far as OSC Madurai is concerned, it has six vacancies that need to be filled.

4. Terms of recruitment for OSCs staff –

- **Type of employment** – The recruitment and retention of OSC staff is outsourced to an external agency. They are hired as contractual workers and their contract is renewed every 12th month, causing anxiety and insecurity among the staff.
- **Working hours** – As there is a lack of staff, shift rotation is difficult and puts strain on the existing staff. The Case workers, in particular, work for longer hours and even work during the government holidays.
- **Salary component** – The remuneration is very less in comparison to the quantum of work they do. They get in risky situations at times and receive no compensation for it.
- **Salary delays** - Majority of the OSC staff do not receive the salaries on time. The payments are usually delayed for as many as 3 to 4 months.
- **Recruitment woes** – The factors like low salary and contractual terms cause an unprecedented delay in the recruitment process. Several candidates with field experience can't apply due to lack of academic qualification. Many join OSCs as a stop gap arrangement in view of prevailing unemployment.
- **Social benefits** – The team members do not receive social welfare benefits including maternity leave.
- **Proof of Identity** - The OSC teams do not have ID cards issued by the district department of women and child. They need it in the field.
- **Job Role** - In some OSCs, the team is involved in the activities of social welfare department which restricts the available time for their core work.

5. Workplace risks / Security Issues – In emergency rescue cases, additional police support and protection are required when they face a violent situation in the community.

Once during a rescue operation, a team member was locked at the premises from where a woman was rescued so safety is a concern.

.....A participant at workshop in Madurai

6. The available funds / Budget –

- The payment of Travelling allowance (TA) is pending in many OSCs. There is no proper provision for the reimbursement or advance payment of travelling allowance. It is not reimbursed if the team members travel by auto-rickshaw.
- The available medical fund is very limited, especially when the emergency medical treatment is costlier than the immediate funds that are accessible to OSC. At times, team use personal money for medical treatment of the survivor, particularly in the cases of domestic violence. The procedure for the release of additional funds is very long and is generally avoided.
- The amount of contingency fund is insufficient to meet an emergency expense that may suddenly arise.

7. Co-operation with other departments – The OSCs receive a very little support from police particularly for the filing of FIR, it either delays the filing process or they don't file it especially in cases like child marriage.

8. OSCs require additional police help for the rescue and protection of survivor in emergency cases. The support from village panchayat and Village Administration Office (VAO) may be missing. Heavy rush at the hospital may make it difficult to get help from the medical staff.

9. Challenges to address special needs -

- The OSCs are not trained to address the concerns of women with special needs. They lack professional skills to deal with them. The cooperation from hospital's psychiatrist is a challenge as they refuse to provide the written report in such cases.

10. Authority related issues –

- A majority of cases in OSCs are related to domestic violence. The centres do not have the authority to file Domestic Incidence Report (DIR).
- The OSCs lack compelling authority to call people during the case hearing. As a result, people do not turn up in particular cases.
- The process of case registration is hindered if the family of the survivor refuses to complain. There is political pressure for or against the registration of complaint.
- In case there is no permanent police official posted at the centre, the process of filing the FIRs is difficult.

11. Awareness on OSCs –

- There is limited awareness about OSCs functioning in the district. Due to incomplete teams and unavailability of vehicle at the centre, the awareness campaigns are not carried out in the district.
- A dedicated team is lacking for awareness generation and outreach among the people. Going for outreach eats into the available time for case management and causes delay in response, insufficient attention and time to each case.
- The important departments like police and health are unaware of OSCs, their services and their procedures. This hampers their coordination of work with OSCs.

12. Case Management and handling –

- In particular cases of dowry, progress is halted since the petitioner doesn't appear for proceedings during the trials.

- While filing the case in court, the police does not make a clear distinction between the cases which are committed and attempted. Due to lack of clarity, the court dismisses the application because attempted cases are registered as committed cases.
- Women are reluctant to file DIR or FIR and avail legal services because of unprecedently long processes involved.

V – TRAINING WORKSHOPS IN UTTAR PRADESH

Three workshops were conducted in the state of U.P. between 10th October 2022 and 10th November 2022. The 52 district OSCs of the state were clubbed into three clusters and a two day residential workshops were conducted, at three cluster areas – Noida and Lucknow (Appendix- V). The workshops were conducted in Hindi, the commonly used language in the state of Uttar Pradesh.

Total no. of districts=75

- **No. of district OSCs covered=52**

Total no. of participants = 122

- **No. of female participants = 122
(100%)**

The workshops were conducted using various methods including PowerPoint presentations, videos and group activities. The workshops were interactive with activity based learning and exchange of experiences with the participants.



Group Work & Participant discussions



i. Observations from Pre & Post training assessment:

The pre and post training assessment was conducted before and after each workshop. The participants were provided questions on the understanding of gender and the GBV redressal mechanism in the context of OSCs and their functioning.

A total of 122 pre training questionnaires and 122 post training questionnaires were collected from the three workshops conducted in the state of Uttar Pradesh. Table- 7 provides the observations from these assessment tools (Detailed data (Annexure -7.C)).

Observations from training assessment

S.No.	Questions	Observations
A. Pre – Training		
Gender and GBV		
1.	Is there any difference between Sex and Gender?	Not all participants opted for ‘Sex’ and ‘Gender’ being different from each other.
2.	Types of gender based violence!	75% of the participants pointed out that ‘Homicide’ is not a kind of GBV. They opted for the given forms of GBV.
3.	What does Domestic Violence comprise of?	Majority of the participants i.e. 91%, were aware that Domestic Violence comprised of not only physical abuse but verbal, emotional and sexual abuse as well.
4.	What is Cyber- Bullying?	The participants were aware of the word, Cyber Bullying and that it occurs on the internet.
5.	Is Sexual Harassment of women at workplace a myth or a fact?	84% of the participants answered that sexual harassment at workplace is a ‘Fact’.
One Stop Centres		
6.	What are One Stop Centres meant for?	The participants knew that OSCs were meant for women survivors of violence and abuse. However a few opted for both men and women.
7.	Which facilities are available at OSCs?	100% of the participants knew the kind of facilities available at the OSCs
8.	181 as the National Helpline for women!	The participants, by and large, knew that 181 is the national help line for women in distress.
Legislations related to GBV		
9.	Name the laws related to GBV.	62% of the participants were aware of the GBV related laws listed in the options.
10.	POCSO Act deals with offences against?	The participants were aware that the POCSO Act deals with offences against children.

B. Post- Training		
Gender and GBV		
1.	What is Gender?	More than half the participants understood ‘Gender’ as a ‘Social Construct’, the remaining still called it ‘Both as a Biological and Social Construct’.
2.	What is gender-based violence?	A greater proportion of participants understood the comprehensive concept of GBV.
One Stop Centres		
3.	How do One Stop Centres support women in distress?	All the participants could identify the kind of services OSCs offer to women in distress.
4.	How does an aggrieved women access SAKHI-OSC support?	The participants were aware of all the access routes an aggrieved women including the self, friends/relatives, helpline etc.
5.	Monitoring and follow up at OSC.	The participants developed the understanding on the importance of follow up of cases / women who were provided with help at the OSC.
6.	What is the provision of shelter in SAKHI/OSC?	The participants were aware of the shelter being ‘Temporary’ at the OSCs.
7.	What is the role of the case worker?	The participants were aware of the role of the case worker in following all the procedural mechanisms and taking the cases to logical conclusions.
Legislations related to GBV		
8.	Who can file Domestic violence Act?	The participants understood the mechanism of filing of complaints under the Domestic Violence Act.
9.	An External member is important in POSH Committee at workplace?	Not all participants conveyed that an external member is important in the Internal Complaints Committee constituted at the workplace.
10.	What are the basic features of POCSO Act?	The participants understood the basic features of POCSO Act, especially the three essential features of it being gender friendly justice, maintaining the confidentiality of the victim and child friendly investigation and trials.

ii. Challenges and Constraints -

1. Location – Some of the OSCs are located in and/or near hospitals, like OSC Bijnor. Some are located in the city periphery and/or outside the main city, like OSC Shamli. This leads to difficulty in accessibility for both the survivors and the staff members. The OSC staff must travel far to reach the OSCs, which is a challenge with limited transport facilities, available in the area.

Due to high case load, additional OSCs should be established in a few districts, such as Ghaziabad.

2. Infrastructure – Some OSCs do not have their own buildings, like OSC Firozabad and OSC Saharanpur.

Many OSCs have poor infrastructure, like OSC Mainpuri has no boundary wall, bad drainage facility and no drinking water facility. The building for OSC Moradabad's is old and is in need of major repairs.

The OSCs do not have the video conferencing facilities.

3. The Rescue Vehicle - The participants mentioned the need for an independent vehicle for all times at the centre. The vehicle is an essential requirement for emergency rescue, night time cases and travelling far distances by the team.

Many centres face difficulty in availing the ambulance facility. The hospitals need the ambulances and being in limited number, cannot be spared for OSC work. Similar is the case for PCR vans with the police department.

4. OSC Team – A majority of the OSCs have incomplete teams. There are vacancies that need to be urgently filled by the concerned WCD department.

- The posts of PFOs are, in particular, vacant and if at all, appointed seem to be only for name sake or sometimes on call.
- The data/computer operators/ IT staff, assigned to the OSCs are sometimes attached to the DPO or other departments. They work there as in case of OSC Muzaffarnagar and OSC Auraiya.
- In some OSCs, the participants said that the counsellor was taken by the CWC (Child Welfare Committee) for the counselling of their children.

5. Working Condition of OSC team –

- **Type of employment** – Most of the members of the OSC are on contract basis. The recruitment process of OSC staff is outsourced to an external agency who hire the members on the contract of 11 months. The contractual employment keeps the staff members anxious for job security since their contract remains on the mercy of the hiring agency.
- **Work hours** – Due to the teams being incomplete, the Centres have problems in creating rosters for duty shifts. Many OSCs mentioned that they have to work continuously without changing for shifts. The participants conveyed that the number of team members should increase due to high work burden. The Case workers are overly burdened and need the support of team members. Some work in 12 hour shifts while the standard norm is for 8 hours.
- **Salary** – The participants felt that their salaries are low. They feel that considering the required eligibility qualifications for the job and the type of work done or the service provided, the salary is quite low. The team members quit the job in case they get better work conditions and salary which hampers the functioning of the OSC.
- **Delay in receiving the salary** – Majority of the OSC staff do not receive their salaries on time. The payments are delayed by over 3-4 months.
- **Recruitment** – The low salary is one of the reasons why, the OSCs have difficulty in filling the posts. The contractual nature of the job is another reason. The participants said that the experience of the applicant should be duly considered at the time of selection for the job. The academic qualifications should not be the sole criterion of selection.
- **Proper HR policies** - The recruitment process must be more transparent and there should be offered proper HR policies and rules during the job.

- **Social security** – The team members do not receive social security/social welfare benefits. There is no provision for maternity leave or life insurance. Proper provision for leave and holidays must be made. Staff members especially the case workers, work even during govt. holidays, as there is a lack of staff and the shift rotation is not feasible.

6. Funds / Budget – There should be flexibility and revisions in allocations under the budget for proper functioning, especially under the contingency and medical heads.

7. Co-operation with other departments –

- There is a complete lack of cooperation between OSCs and other departments especially with the Police department. Support from the police is limited.
- There is disconnect in many cases and cooperation from the police in filing the FIR is limited. Even the police personnel appointed at the centre do not provide support when required while handling the case.
- Many personnel from the other departments do not acknowledge the OSC team members, due to the contractual nature of their job and others being permanent government employees. Many participants said that they were not heard seriously by the staff of other departments and it hampers their convergent functioning.

8. Authority related issues –

- As many cases in the centres are related to domestic violence, the participants feel the need to have authority in filing the DIR (Domestic Incidence Report).
- Many participants mentioned that they do not have any compelling authority to call people during the hearing of the case. The people do not turn up and they face difficulty in knowing the other side of the story.
- The participants asked for the FIRs and DIRs to be registered at the OSC itself. FIR registration takes unprecedentedly long at the police station since there is a lack of support from them.

9. Lack of expertise for special cases –

- It's quite a challenge to address the complaints of women with intellectual disabilities. The OSCs do not have any skill or expertise and are not equipped in dealing in case of women with intellectual disabilities. They require specific procedures, professionals in this area and references for dealing with these type of cases.
- There is a need for separate rooms for shelter for the survivors with disabilities. An instance of a minor girl, seeking shelter at the centre, being scared and disturbed by an outburst from an intellectually disabled survivor, was mentioned by the participant during the workshop at Noida.

10. Awareness generation –

- The OSCs need to conduct awareness programmes across their districts. However, due to incomplete staff and unavailability of a dedicated vehicle at the centre, the OSC centres face problems in conducting these programmes/campaigns across their respective districts.
- For awareness activities, the participants said that the funds / budgets are difficult to avail.
- The centres also mentioned that important departments such as police and health, are not aware about the OSCs, their services and their procedures.

11. Case Handling -

- In many centres, the UID of the cases is not generated because their IT staff is engaged in other departments and is not physically present at the OSC.
- Many OSCs mentioned that women are afraid to avail legal services because of long legal processes and do not want to file complaints/reports (DIR, FIR).
- Most of the women coming to OSC, want to avail the counselling services or shelter. They do not want any charges to be legally pressed against their husband or family. They want counselling for self and their family including the husband.
- Many do not receive support from the other departments, so OSC case management processes are not effectively carried out.

OSCs have acquired the image of being a shelter home or a counselling centre.

..... The participants

VI – CROSS STATE OBSERVATIONS

The following matrix provides the cross-state observations on the functioning of OSCs.

Table – 8

Cross State Observations

S.No.	Areas of Concern	Commonalities
1.	Location of OSC	Most of the OSCs in Punjab are conveniently accessible for women. The locations of some OSCs in Tamil Nadu and Uttar Pradesh are difficult to access as they are in the periphery/ outside the main city, with poor transport facilities.
2.	Infrastructure at OSC	Across the three states, not all OSCs are situated in their own buildings. Ideally, some OSCs are situated within the civil hospital of the district, others operate from the District Welfare or Collectorate buildings. A few OSCs are situated in old buildings that require repairs and maintenance.
3.	Unavailability of Rescue Vehicle	All OSCs face the crunch of missing transport facility for emergency rescue and outreach activities particularly when the police or hospital vehicles are not available for use.
4.	OSCs working team	Almost all the OSCs have incomplete teams, leading to increase in load of work on the existing members. There are vacancies to be filled.

5.	Terms of employment for OSCs team	The terms of employment for OSCs staff are contractual and temporary. Delayed salaries, long work hours, multiple shifts, lack of social security keep them anxious and insecure.
6.	Occupational risks & security issues	Violent situations and confrontation with community mark the OSCs work. There is a serious lack of protection from police, especially during the night.
7.	Budgetary constraints	OSC budget is rigid and funds allocated under the specific heads of medical and contingency expense are grossly insufficient. The team, many a times, spends personal money for the urgent medical treatment of the survivor.
8.	Co-operation with other departments	Lack of support from other departments especially from the police and medical departments, emerged as a serious concern. In Tamil Nadu and Punjab, the concern for lack of support from village panchayats and local body members was raised too.
9.	Lack of expertise for specific complaints	OSCs teams lack expertise and skills in addressing specific complaints of differently abled, intellectually disabled and LGBTQ survivors of violence. The expertise and proper guidelines and procedures to address such cases, are lacking all across the three states.
10.	Authority in domestic violence cases	The concern for lack of authority in filing DIRs and FIRs was voiced by participants in all the three states. In case of domestic violence, lack of authority to call the concerned people and police indifference complicates the issues.
11.	Awareness on OSCs	There is a lack of awareness on the existence and functioning of OSCs in all the three states. This applies not only for general public but also for the officials of the other departments of the district. There are no mass awareness drives conducted within the district, for the dissemination of information on OSCs.
12.	Case Management and legal aid	Women are reluctant to avail the legal services because of unprecedently long legal procedures. A majority of the complainants wish to avail counselling as a solution to bouts of violence faced by them.

VII – RECOMMENDATIONS & SUGGESTIONS

2. Recommendations for gender responsive and survivor centric model of SAKHI-OSCs.

During training workshops, a lot of observations and experiences were shared by the participants. These were their ground experiences pertaining to operational challenges and constraints faced during case management and redressal. On the basis of participants' observations, a few recommendations have been formulated for consideration at the policy level. The purpose of these recommendations is to improve the operational efficiency of OSCs and institutional response on prevention and redressal of GBV.

The recommendations are divided into long term and short term measures depending on whether it is structural, functional or at the level of operational processes and the kind of action required.

Short term recommendations:

1. Recruitment and Employment terms

Every OSC is based on a structural functional model where a team is recruited and specific roles and responsibilities are divided among the team members. However, based on certain anomalies in the employment pattern of the OSC team, we have formulated a few recommendations. These are strictly based on the participants' inputs during the workshops.

- **Appointment of complete OSC Team–**

The OSC teams are incomplete in several districts. Many OSCs are presently, working at half strength. The available team members are carrying out multiple tasks. This scenario impacts the proper functioning of the centre and service delivery.

Therefore it is strongly felt that the working teams should be completed across all the OSCs. The roles and responsibilities should be clearly divided among the team members for a smooth redressal of the complaint.

- **Regular terms of employment –**

The OSC staff is hired on contractual terms. The team members are recruited with the contract period of 11 months. The contract is renewed every 12th month. This causes insecurity among the staff and it is likely to impact their work efficiency.

The OSC staff should have regular terms of employment with the provision of social security and other benefits. The OSC staff should have job security for a better service delivery.

- **Proper recruitment process -**

The recruitment of OSC staff is presently, outsourced to an external agency. The agency selects and hires the team members. This process is neither regular nor transparent for the applicants who have no option but to remain on the mercy of the agency.

The success of GBV response mechanism depends a lot on the institution's team that addresses it. Therefore, adequate attention should be given to the selection and recruitment of the team at OSCs. The

recruitment of OSC staff should be a regular and transparent process. It should be conducted by concerned government department through a transparent screening process which should be inclusive of experience of work in GBV domain n due consideration of the experience required to work on ground. The relevant work experience and interest to work in GBV domain should be included in the selection criterion of recruitment process.

- **Professional status of OSC staff -**

The OSC staff is, presently, not respected by officials of the government department and police for bearing the tag of contractual workers. They are considered as outsiders since their recruitment is through an external agency and their job is temporary and contractual.

It is important for the OSC staff to be respected by others for the kind of role that they play. The other departments should be sensitized about the importance of responsibility that OSC staff carries. This would contribute to enhanced mutual cooperation and convergence among the stakeholders.

2. Improvement in functional efficiency of OSC:

OSCs receive a large number of domestic violence complaints. There is a delay in redressal since the Centre Administrator does not have the authority to fill the Domestic Incidence Report (DIR).

The Centre Administrator should be provided with official authority to file DIR in domestic violence cases which will reduce the response time.

3. Infrastructure and basic facilities –

The OSCs do not have sufficient space to accommodate women survivors. A few are operating out of old buildings that need repairs. There is no dedicated space to accommodate women with disability of any kind.

The OSCs should be equipped with optimum infrastructure as per the guidelines of SAKHI-OSC scheme. The centre should have a proper and safe infrastructure and basic facilities of sanitation and drinking water. There should be efficient space utilization to ensure comfort and privacy for the survivors. There should be proper division of space to accommodate survivors, especially with minors and those with intellectual disabilities, who may be prone to episodes of outbursts and/or panic attacks.

- **Location of OSC –**

A few OSCs are presently, located in the peripherals or outside the main city. Due to lack of public transport facility, commuting to the OSC is a problem.

The OSC should be situated in the place which is easily accessible and there is a public transport facility available in the area. In case, the OSC cannot be shifted out of the present location, the inter-departmental coordination should mobilize the district transport department to make available public transport in that area.

4. Guidelines for convergent response –

The OSCs are presently, not functioning in coordination with other essential departments such as police, health and judiciary. There are no established processes on how to converge with other departments for a coordinated response. If convergence is happening in some OSCs, it is more on a personal initiative than in the spirit of institutional convergence and convergent functioning.

Under the SAKHI-OSC scheme, proper processes should be formed with clear instructions to all concerned departments on how to pool the available resources, time and skills and function with convergent approach. The role of District Magistrate and DPO should be highlighted here.

5. Guidelines for inter-agency resource sharing –

OSCs need resources to run the centres. A few OSCs are able to mobilize resources through personal clout. These are additional resources that enrich the existing resource base, available at OSCs under the SAKHI -OSC scheme.

Under the SAKHI-OSC scheme, established processes and guidelines should be formed to raise and share resources with the help of other agencies working in the district. These agencies may be Rotary Club, Indian Red Cross, Lions Club, NGOs, academic institutions, corporates etc. These established processes would quicken the process of convergent and coordinated response.

6. Regular capacity building and trainings –

Training of ground functionaries is an essential part of GBV redressal mechanism and should be regularly conducted:

- The team members should be provided short term orientation and training before joining the OSC. They should be sensitized on the issues of gender, GBV and survivor centric functioning of SAKHI-OSC model.
- Periodic trainings of the staff should be conducted to update their knowledge and information on GBV redressal mechanism. The training may be conducted through hybrid mode since all the team members may not attend the training due to case load. The trainings must comprise sharing of the best practices from OSCs of other districts.
- Convergent training with related stakeholders, especially with police, judiciary and health department, should be held to improve inter-departmental sensitivity, coordination and response. These trainings would help to sensitize other departments such as police and judiciary on the issues of gender and GBV and the role of OSCs as a responsible institution.

7. Systemic linkages with NGOS and skilling institutions –

At present, OSCs response is limited to GBV redressal. They have no resources to support the survivor skilling and financial help.

The OSCs should make a Resource Guide at their centre. This guide should have the contact details and profiles of locally available philanthropic institutions, training institutes and NGOs who support women in distress. The OSCs may link the women in need with other service providers and follow it up.

8. Awareness about OSC –

There is not much awareness on the existence and functioning of OSCs thus restricting their outreach in the district. The OSCs may involve the local youth volunteers from academic institutions for the conduct of awareness programs in community, schools, colleges and other public places. These volunteers can create networks and alliances for wider outreach across various age groups, from students to parents and

the community at large. OSCs may also use social media and online social networking sites to spread a word on its purpose, functioning and the support services offered by them.

9. Networking with socio-cultural networks:

In India, religious and socio-cultural practices encourage the culture of giving and sharing with the less privileged. For example, the Dasvanth practice in Punjab. This is a practice where people donate a percentage of their income and build their goodwill in the community.

OSCs may associate with such socio-cultural practice networks and raise resources in cash and in kind and use it to support the survivor.

10. Monitoring & Evaluation system:

There is presently no system to monitor and evaluate the functioning of OSCs. There is also no set mechanism or agency to document the efficiency and impact of OSCs.

A proper Monitoring and Evaluation mechanism should be devised to study the operational efficiency of OSCs. It should be based on a set of indicators to measure tangible and intangible outcomes of the OSCs. The District Magistrate should constitute a district level monitoring task force to observe, review and evaluate the functioning of the OSC. The task force should have members drawn from government departments, NGOs and gender practitioners. They should regularly visit the OSC, check the records and observe the working of the team.

Long term recommendations:

These are the set of recommendations which may require a thorough review of the SAKHI-OSC scheme and plan appropriate changes for a better operational efficiency.

1. Accessible location of OSCs –

The OSCs, which are still working from borrowed space in either hospital wards or offices of welfare officers, should be provided with separate dedicated buildings in and around 2 km radius of the district hospital.

2. Catering for surging populations –

In districts with large populations, the number of cases are more. One OSC may not be able to handle it and may require more than one OSC in a particular district. District Ghaziabad in U.P. with a large population, has a very high case load, raising the need for two functional OSCs there.

It is suggested that population of an area and the quantum of case load should be assessed before making the decision on number of OSCs per district.

3. Networking and Outreach Team –

The OSCs team provides round the clock support to the survivor. There may not be much time left for the conduct of awareness and outreach programs.

The OSC team should have a permanent dedicated member for networking and outreach activities. That member should be trained in offline and online networking techniques and should work in target mode. A separate post should be created for this purpose.

4. Mobility for Emergency Support –

The OSCs should be provided a vehicle with driver for field activities. It may be used for staff travel, awareness generation or to cater for an emergency or late night case. The OSC should have a separate fund for the maintenance and upkeep of the vehicle.

ANNEXURES

Annexure I – The Training Matrix

The following training matrix was used for the conduct of workshops.

Training Matrix

S.No.	SESSION	OBJECTIVES	TIME (In Duration)	METHODOLOGY *	ACTIVITY
1	Basic introduction Concept of Sex vs Gender Gender based discrimination GBV in India- statistics -Forms of prevailing GBV —Domestic violence, Rape, Sexual offence, Acid attacks, Trafficking, Child sexual abuse, Child marriage, Missing/kidnapping, Cybercrime, Stalking, Dowry harassment -Reasons & Need to address GBV	To understand the concept of gender, GBV, sexuality, rights Various forms of Gender based violence Impact of GBV on health, economy, education	2 hours	PPT/ Film/ Discussion/ Group activity on Gender	Gender group activity- followed by presentation by group leader and members

2	Redressal mechanism for combating GBV: One Stop Centres - Structure of OSC Purpose of OSC Team members composition Nature of services /facilities available Functioning mechanism Roles & responsibilities of team members Networking & coordination with other departments at district level Recommended action by team members in specific cases	To understand the overall functioning and systems of OSC To highlight the benefits of OSC	2 hours	PPT/ Film/ Discussion/ Group activity	Group activity- Discussion on service provisions, its benefits Presentation from group leader/ members And interactive discussion
3	Case management How to address the survivor - Steps to be followed Kind of services made available Provision of shelter Counselling service Coordination with essential departments Follow up process	To understand the management of cases of women who have visited OSC To understand the case specific steps and providing referral services To understand proper collection of evidences in cases of sexual assault	3 hours	PPT/ Film/ Discussion/ Group activity on Gender	Group activity with district specific cases— Experience Presentation from group leader/ members, sharing and cross learning
4	Systematic Documentation of cases - Recording the case details Updating the information in records Standard formats to be maintained Complete case profile, action and follow up	To understand the reporting system Maintenance of data bases and Reporting system	2 hours	Lecture/PPT/Film/Discussion/Group activity	Group activity with district specific cases— Experience Presentation from group leader/ members, sharing and cross learning

5	Legislation related to GBV - Domestic violence act POSH Dowry Act POCSO Child marriage act Online Abuse Criminal law amendment	To understand the legislation to help women facing GBV.	4 hours	PPT/ Film/ Discussion/ Group activity	Group discussion with cases of GBV
6	Linkage with Key protection schemes of the respective state**- Details of various schemes for women Eligibility / accessibility criterion Process of application Follow up	To understand state specific schemes from state specific personnel from legal, police departments	1 hour	Lecture/PPT/Film	Group activity with district specific cases— Experience presentation from group leader/ members, sharing and cross learning
	TOTAL		14 hours		

*The links of the films/videos screened during the workshops:-

- Nazariya / UNWomen / Sexual Harassment at Workplace - https://youtu.be/MjRcjAkb8_4
- Satyamev Jayate Season 3 Episode 6 - <https://youtu.be/vuo4wbREE4U>

**The 6th session was conducted by the respective states' government officials during the different workshops.

Annexure II - Training Schedule

Duration of the workshop: Two Days

S.No.	Session	Time	Duration
Day 1			
1	Registration of participants	9:00 – 9:30 am	30 minutes
2	Introduction to training, purpose and expected outcome	9:30 – 10:00 am	30 minutes
3	Basic introduction on Sex, Gender, GBV	10:00 am –12:00 pm	120 minutes
Tea Break		12:00-12:15 pm	15 minutes
4	Redressal mechanism for GBV: One Stop Centres & their functioning	12:15 –2:15 pm	120 minutes
Lunch		2:15-2:45 pm	30 minutes
5	Addressing GBV: Case Management & the facilities available at OSC	2:45-4:15	90 minute
Tea Break		4:15-4:30	15 minutes
6	Addressing GBV & Case Management continues	4:30-5:45 pm	90 minutes
Participants retire for rest till 7 pm. We assemble for an informal conversation with participants for an hour. They have dinner at 8 pm and retire for the day			
Day 2			
1	Welcome to participants & recap of previous day learnings	9:15-9:30 am	15 minutes
2	Systemic documentation of Cases: Recording and maintaining the proper records	9:30-11:30 am	120 minutes
Tea break		11:30 – 11:45 am	15 minutes
3	Relevant Laws for addressal of GBV: • Domestic Violence Act • POSH • Dowry Prohibition Act • POCSO • Child Marriage Act • Online Abuse • Criminal Law Amendment Act	11:45 am -1:45 pm	120 minutes
Lunch		1:45-2:15 pm	30 minutes
4	Legislations related to GBV (contd.)	2:15- 4:15 pm	120 minute
5	Linkage with key protection schemes of the respective states**	4:15-5:15 pm	60 minutes
6	Feedback by participants & distribution of certificates to participants	5:15-5:30 pm	15 minutes
Tea is served. Participants have tea and leave for home at 5:30 pm.			
**This session will be conducted by the concerned official deputed by the state government.			

Duration of the workshop: One Days

S.No.	Session	Time	Duration
1	Registration of participants	9:00 – 9:30 am	30 minutes
2	Introduction to training, purpose and expected outcomes	9:30 – 9.45 am	15 minutes
3	Sex & Gender: Concepts & Understanding	9:45 –10:15 am	30 minutes
Tea Break*		10:15-10:30 am	15 minutes
4**	Addressing GBV: Case Management & the facilities available at OSC	10:30 – 12:30 pm	120 minutes
5	Systemic documentation of Cases: Recording and maintaining the proper records	12:30– 1:30 pm	60 minutes
Lunch		1:30 – 2:00 pm	30 minutes
6	Relevant Laws for addressal of GBV: ➤ Domestic Violence Act ➤ POSH ➤ Dowry Prohibition Act ➤ POCSO ➤ Child Marriage Act ➤ Online Abuse ➤ Criminal Law Amendment Act	2:00 -3:30 pm	90 minutes
7	Linkage with Key protection schemes of the respective states***	3:30-4.30 pm	60 minutes
8	Feedback & Distribution of certificates	4:30 -5:00 pm	30 minutes
Tea is served. The participants have tea and leave for home. *Tea may be served in training hall to save time **It combines Session 3 and 4 of the training module. *** This session will be conducted by the concerned official deputed by the state government.			

Annexure –III

Coverage of training in Punjab

Date	Location	Districts covered	No. of OSCs	Number of Participants	Participant's Profile
28-09-2022	Amritsar	Amritsar, Tarn Taran	02	70	One Stop Centre functionaries
30-09-2022	Gurdaspur	Gurdaspur, Pathankot	02	72	DPO – District Protection Officer
03-10-2022	Ferozepur	Ferozepur , Fazilka, Faridkot	03	73	DCPU – District Child Protection Unit
04-10-2022	Jalandhar	Jalandhar, Hoshiarpur, Kapurthala, SBS Nagar	04	71	Lawyers from DLSA – District Legal Services Authority CDPO – Child Development Project Officer
10-10-2022	Ludhiana	Ludhiana, Moga	02	65	Supervisors under ICDS (Integrated Child Development Services)
12-10-2022	Bathinda	Bathinda, Shri Mukatsar Sahib, Mansa	03	88	CWC – Child Welfare Committee
17-10-2022	Sangrur	Sangrur, Barnala	02	74	JJB – Juvenile Justice Board
19-10-2022	SAS Nagar	SAS Nagar, Patiala, Roopnagar, Fatehgarh Sahib	04	52	Anganwadi Workers
27-10-2022	Jalandhar (State level presentation)*		01	120	Police Personnel Health Department Personnel
	Total		22	685	

Annexure - IV

Coverage of training in Tamil Nadu

Date	Location	Covered Districts	No. of OSCs	Number of Participants	Participant's Profile
27 & 28 September 2022	Chennai	Chennai, Chennai –A, Chennai – B, Kanchipuram, Thiruvannamalai,	08	61	One Stop Centres functionaries Family Counselling

		Tiruvallur, Vellore, Villupuram			Centres (FCC) Lawyers from DLSA – District Legal Services Authority Police Personnel NGOs Shelter Homes for women Health Department Personnel
30 Sept & 1 October 2022	Coimbatore	Erode, Coimbatore, Dharmapuri, Karur, Krishnagiri, Namakkal, Nilgiris, Salem, Tiruppur	09	82	
12 & 13 October 2022	Madurai	Madurai, Dindigul, Kanyakumari, Ramanathapuram, Sivagangai, Theni, Thoothukudi, Tirunelveli, Virudhunagar	09	68	
14 & 15 October 2022	Tiruchirappalli	Ariyalur, Cuddalore, Nagapattinam, Perambalur, Pudukottai, Thanjavur, Thiruvallur, Tiruchirappalli	08	75	
	Total		34	286	

Annexure - V

District coverage in Uttar Pradesh

Date	Location	District OSCs	No. of OSCs	Number Of Participants	Participant's Profile
11-10-2022 to 12-10-2022	Lucknow	Amethi, Ayodhya, Barabanki, Behrighat, Etawah, Farrukhabad, Kanpur Dehat, Kanpur Nagar, Kannauj, Khairi, Lucknow, Raibareilly, Sidarth Nagar, Sultanpur, Sant Kabir Nagar	15	37	SAKHI-OSC: Centre administrator, case worker, IT staff, counsellor
13-10-2022 to 14-10-2022	Lucknow	Aligarh, Baanda, Bareilly, Basti, Chitrakoot, Deoria, Etah, Gorakhpur, Hamirpur, Jalaun, Jhansi, Khushinagar, Kasganj, Lalitpur, Mahoba, Maharajganj, Pilibhit, Shahjahanpur, Unnao	19	42	
09-11-2022 to 10-11-2022	Noida	Agra, Amroha, Auraiya, Baghpat, Bijnor, Bulandshahr, Firozabad, Gautam Buddha Nagar, Ghaziabad, Hapur,	18	43	

		Kasganj, Mainpuri, Mathura, Muzaffarnagar, Rampur, Saharanpur, Sambhal, Shamli.			
		Total	52	122	

Annexure VI Training Assessment Tools

1: Pre-training questionnaire: Learning needs analysis

This exercise will be administered to participants at the beginning of the training workshop. The purpose of this exercise is to know the level of knowledge and understanding of the training's subject among the participants. Each participant will be given this exercise and they will have to mark it with pen as per the given instructions.

1. Attempt all the questions, each question is mandatory.
2. For each question, tick any one of the options provided as a, b, c and d etc.
3. Complete the exercise and submit it to the Trainer.
4. Don't write your name on the exercise sheet.

1. Is there a difference between sex and gender?

- a) Yes
- b) No
- c) Don't know
- d) None of Above

2. Which of the following is not a Gender Based Violence (GBV)?

- a) Sexual harassment at workplace
- b) Homicide
- c) Sexual assault
- d) Child Marriage

3. Name one of the laws related to GBV

- a) Domestic Violence Act.
- b) POSH ACT
- c) POSCO ACT
- d) All of Above

4. Domestic Violence includes -

- a) Physical and Verbal Abuse
- b) Emotional Abuse
- c) Sexual Abuse
- d) All of Above

5. Cyber- Bullying is -

- a) A form of harassment or bullying perpetrated through the use of electronic or communication devices such as computers, mobile phones, laptops, etc.
- b) A form of harassment perpetrated through the use of the internet.
- c) A form of harassment perpetrated through social media.
- d) All of above.

6. One Stop Centres are meant for -

- a) Women survivor of violence
- b) Men who are abused
- c) Both Men and women

7. One Stop Centres provide facilities to women survivors such as -

- a) Shelter
- b) Register FIR
- c) Legal information
- d) Health checkup
- e) Emotional support
- f) Counselling
- g) All above

8. Women Helpline no. is _____.

- a) 181
- b) 191
- c) 121
- d) 108

9. Sexual Harassment of women at workplace is a -

- a) Myth
- b) Fact
- c) Both
- d) Don't know

10. POCSO Act deals with offences against –

- a) Minor
- b) Adult
- c) Both a) and b)
- d) None of above

2. Post – Training Questionnaire

This exercise will be administered to participants after the training workshop. The purpose of this exercise is to know the level of knowledge on GBV, OSC after the training sessions. Each participant will be given this exercise and they will have to mark it with pen as per the given instructions.

1. Attempt all the questions, each question is mandatory.
2. For each question, tick any one of the options provided as a, b, c and d etc.
3. Complete the exercise and submit it to the Trainer.
4. Don't write your name on the exercise sheet.

1. What do you understand by Gender?

- a) It is the socially constructed concept
- b) It is the Biological construct
- c) Both a and b
- d) None of Above

2. What is gender-based violence?

- a) Abuse in context of someone's sex
- b) Harm against someone's will
- c) Abuse against women and girls
- d) Abuse against Transgender and LGBTQ community
- e) All of Above

3. One Stop Centres support women in distress through -

- b) Provision of shelter
- c) Emotional support
- d) Police FIR
- e) Counselling
- f) Medical test
- g) Legal support
- h) All of the above

4. How will an aggrieved women access the OSCs support?

- (i) By herself
- (ii) Through a friend, relative, NGO, volunteer, etc.
- (iii) The Women Helpline -181 or any other emergency response helpline
- (iv) All of the above

5. OSC should monitor and follow up with the woman who is provided with help –

- a) Yes
- b) Not necessary
- c) Don't know

6. The shelter in OSC is -

- a) Temporary

- b) Permanent
- c) Both
- d) None of Above

7. Who can file Domestic violence Act?

- a) Survivor herself
- b) Neighbor and Relative
- c) NGO
- d) All of above

8. An External member is important in POSH Committee at workplace –

- a) Yes
- b) No
- c) May be
- d) Not sure

9. The basic features of POSCO ACT are -

- a) Confidentiality of the victim's identity.
- b) Gender-neutral justice
- c) Child-friendly investigation and trials.
- d) All of above.

10. The role of the Case worker is to -

- c) Assist and support Centre Administrator
- d) Assist PFO (Police Facilitation Officer)
- e) Assist para-legal personnel/ lawyer
- f) Maintain all records
- g) All above

Annexure VII – Data analysis & presentation on pre and post workshop assessment

The participants were administered two kinds of tools, pre and post Questionnaires, one before the workshop and the other after the workshop (Annexure – III). These questionnaires had questions under three major categories– **Gender and GBV (Gender-based Violence); One Stop Centres; and Legislation related to GBV**. These were multiple choice questions where the participants had to choose and mark the correct answer, on the basis of their knowledge and understanding of the subject. The participants were asked not to write their names while attempting the questions given in the tools.

- a. Pre training questionnaires were administered at the onset of the workshop before it actually began. These were handed over to participants along with the registration kit. The trainer explained the questions and the participants handed it over after attempting it.

- b. Post-training questionnaires were administered on the completion of the workshop. Following the last session of the workshop, these questionnaires were distributed among the participants and were collected later.

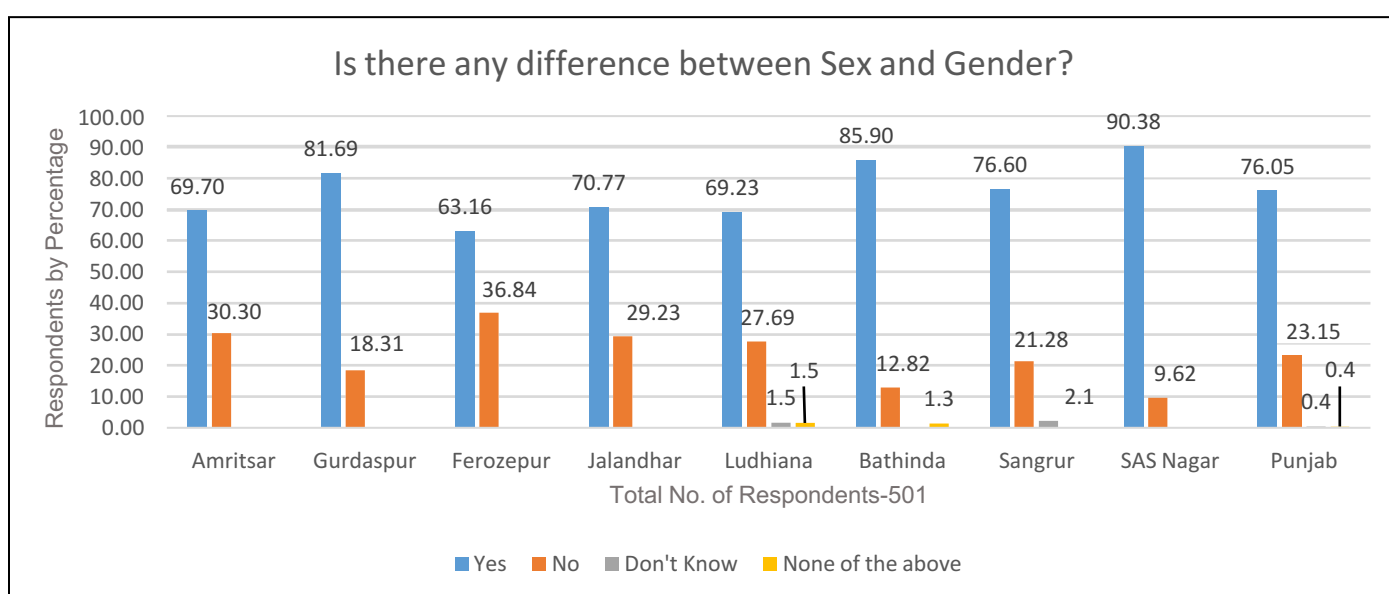
Annexure 7.a. Punjab:-

Pre-Training data analysis:

A total of **501** pre training questionnaires were collected at the inception of workshops in Punjab. The data was compiled and is presented below.

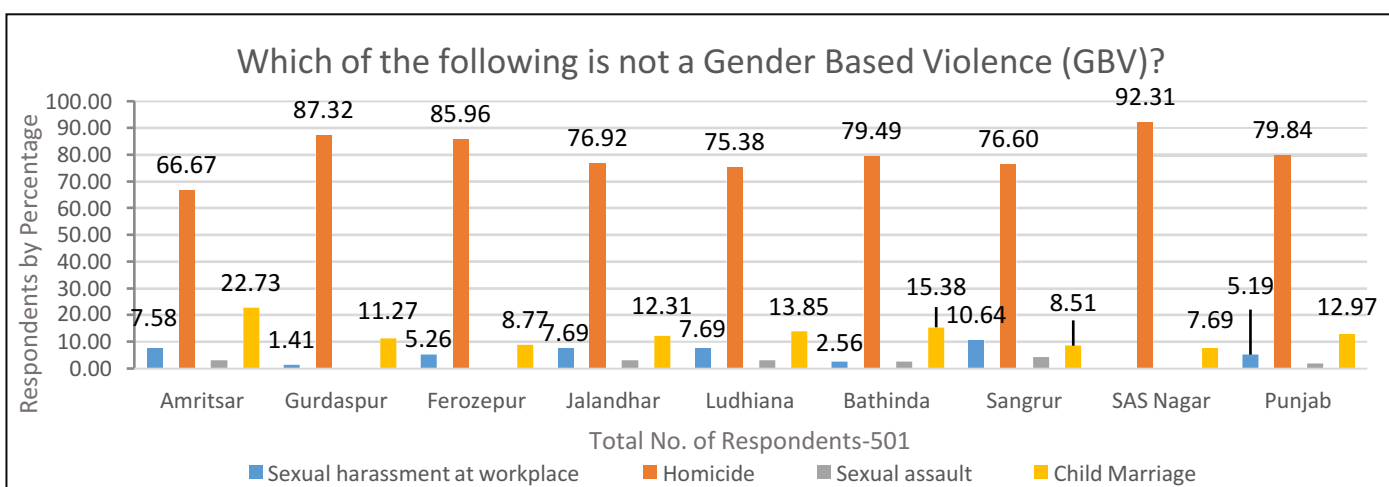
a) Gender and GBV –

• Sex and Gender:



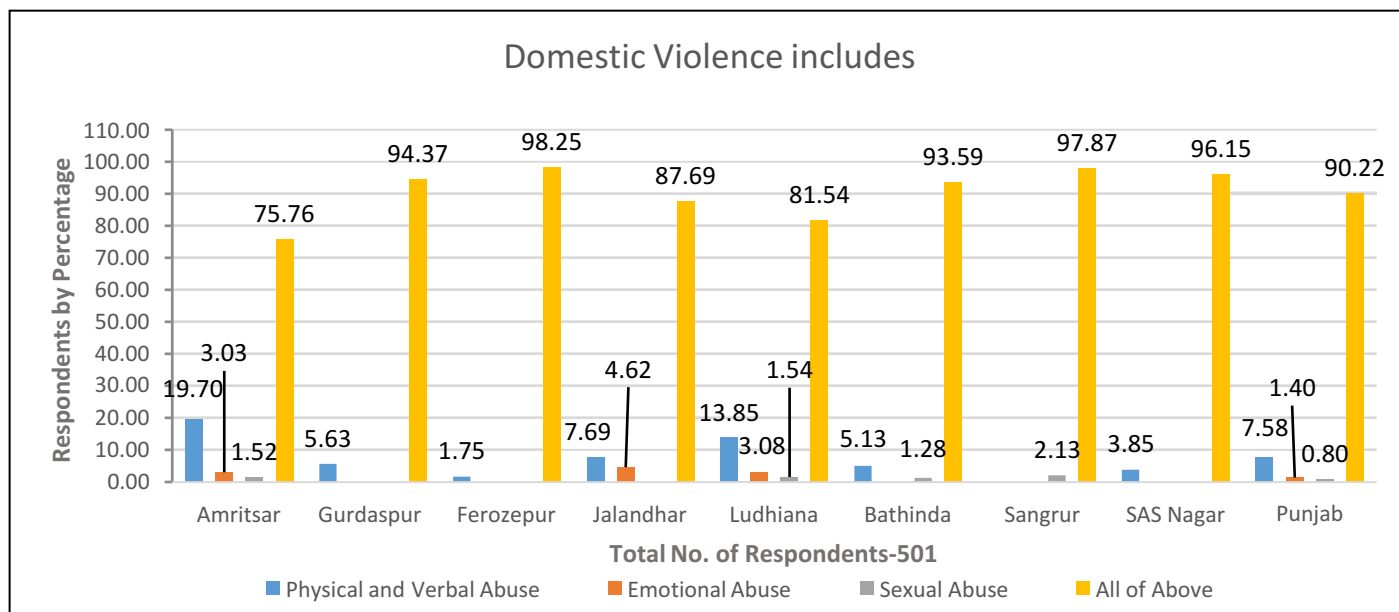
Up to 90 percent of the participants opted for sex and gender as different from each other. The highest response was received from participants in the workshop held at SAS Nagar, followed by Bhatinda.

• Types of GBV



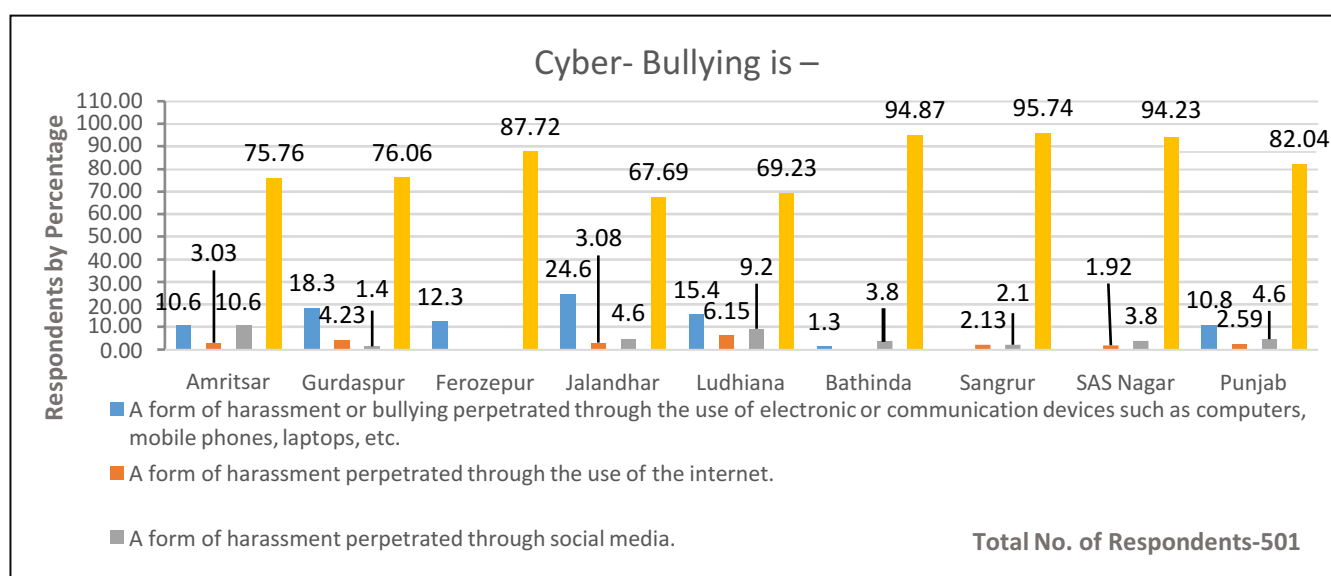
On the question of types of gender based violence, a majority of the participants pointed out that ‘Homicide’ is not a form of gender-based violence. The state average on this question is around 80 percent which implies that a large number of participants were aware of the existing kinds of gender based violence.

- **Domestic violence**



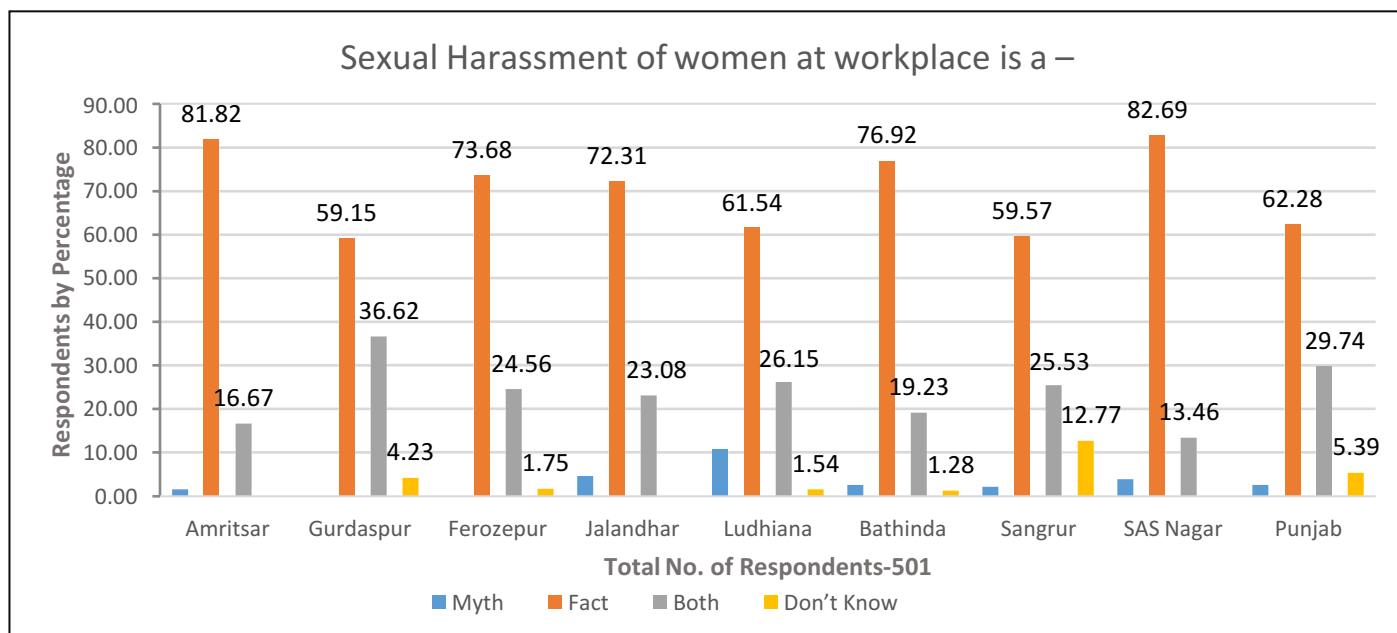
On being asked if the participants understood what all comprised domestic violence, the data shows that a majority of participants knew that domestic violence occurred not in physical form but it also comprises other forms such as emotional, verbal and sexual abuse. With the state average as high as 90 percent, it does imply that participants were aware of the Domestic Violence Act that defines domestic violence inclusive of all possible forms of abuse and violence in marital homes. However the 10 percent of the participants remained to identify domestic violence as given under the Act and this is a cause of worry.

- **Cyber bullying**



On being asked if the participants knew what comprised cyber bullying, a majority did point what it comprised. The high state average of 82 percent does show that participants were aware of the term cyber bullying. We assume that they were receiving complaints from women during pandemic on this account and were able to therefore, point at it.

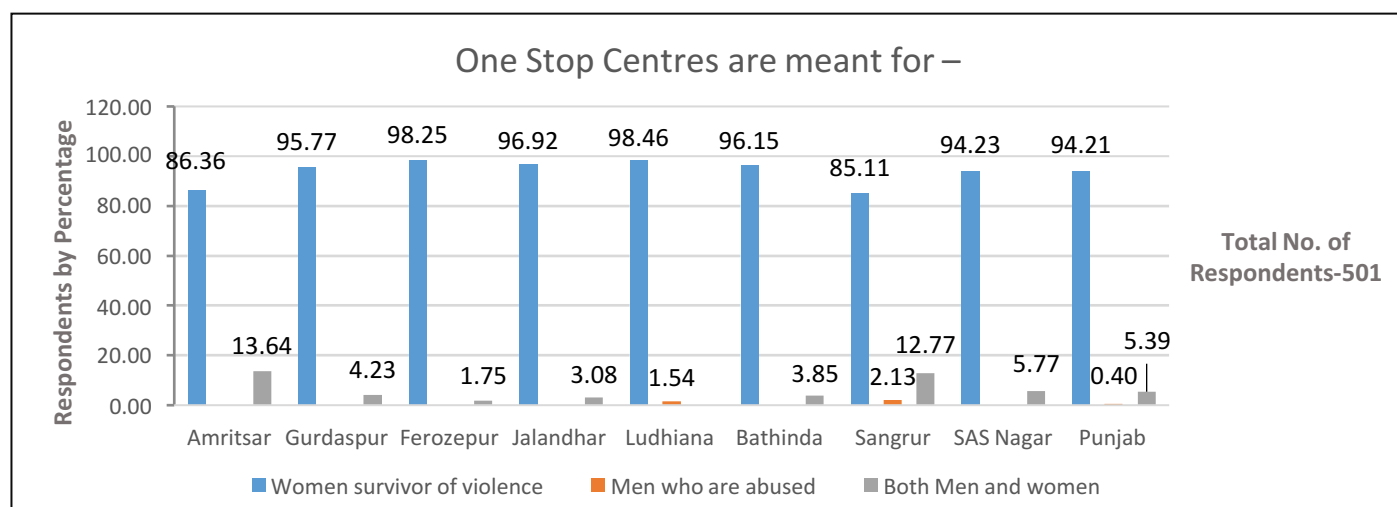
- **Sexual harassment at workplace:**



The participants were asked if they knew that ‘Sexual harassment of women at workplace’ is a Fact or not. Around 29 percent of the participants said that it was a myth. This is a concern since it implies that women may not consider the sexual harassment at workplace a complaint to be acted upon. For them to register the complaint, it is important for them to understand that sexual harassment is a fact and does carry on unabated.

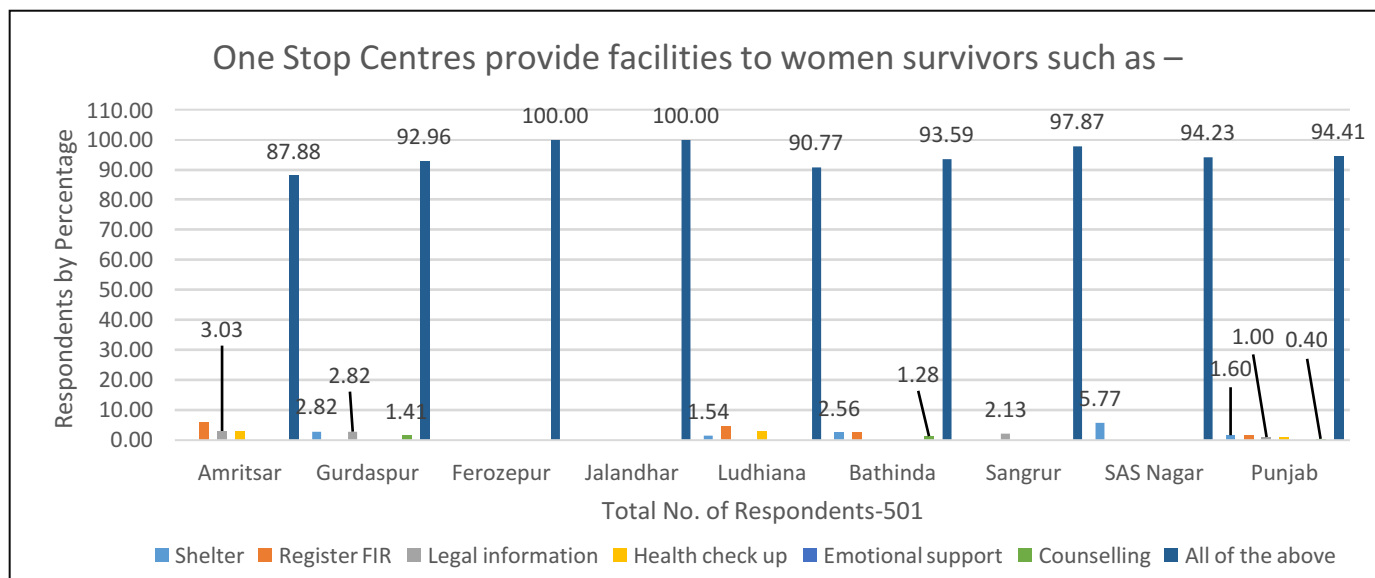
b) One Stop Centres –

The following questions pertained to the OSCs - their objectives functioning, in particular.



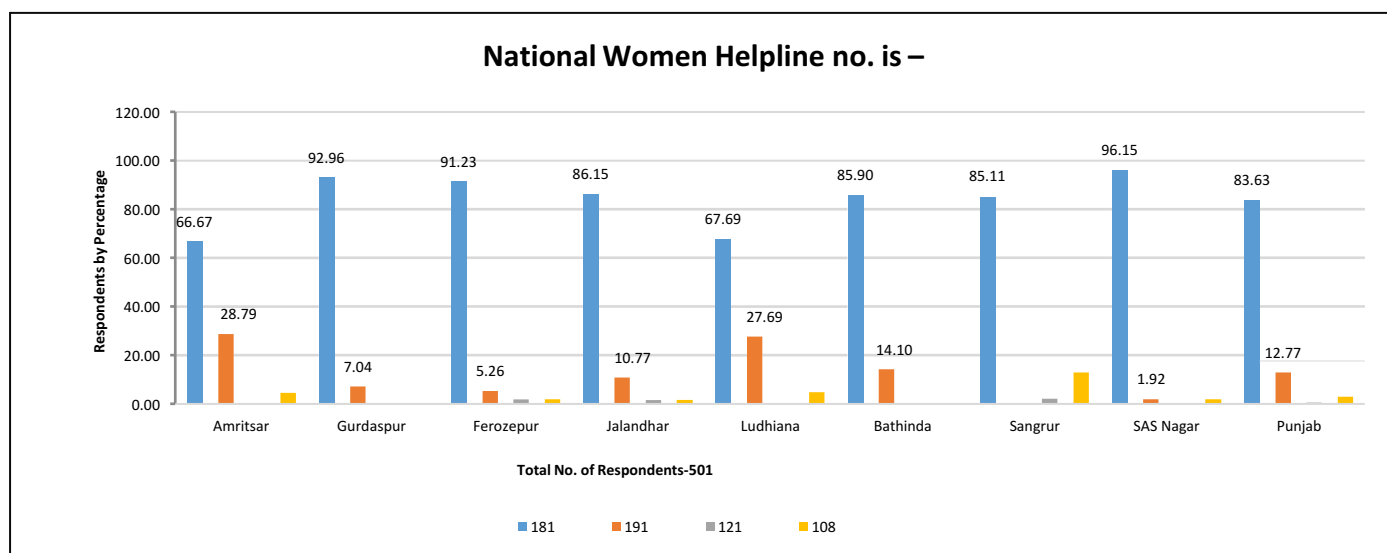
Over 94 percent of the participants knew that OSCs were meant for the women survivors of violence and abuse. Only 5 percent of the participants showed ambiguity on the target group when they said that OSCs were for both men and women complainants.

- **Availability of facilities at OSCs:**



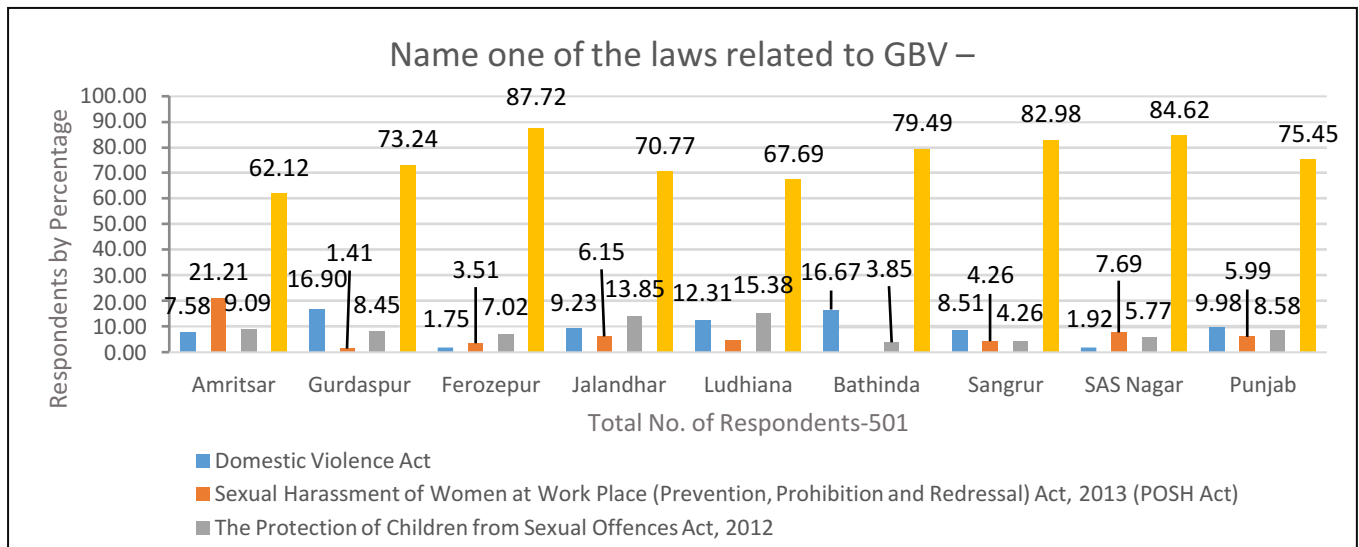
Almost all the participants had the clarity of the kind of facilities that are available at the OSCs. They knew that the facilities for health check-ups, legal assistance, registration of FIR, emotional support, counselling and shelter are available and are provided to the survivor of violence.

- **National Helpline for women:**



181 is the national help line for women in distress. Around 84 percent of the participants knew about this number. Around 16 percent of the participants said that 191, 108 and 121 were the women helplines.

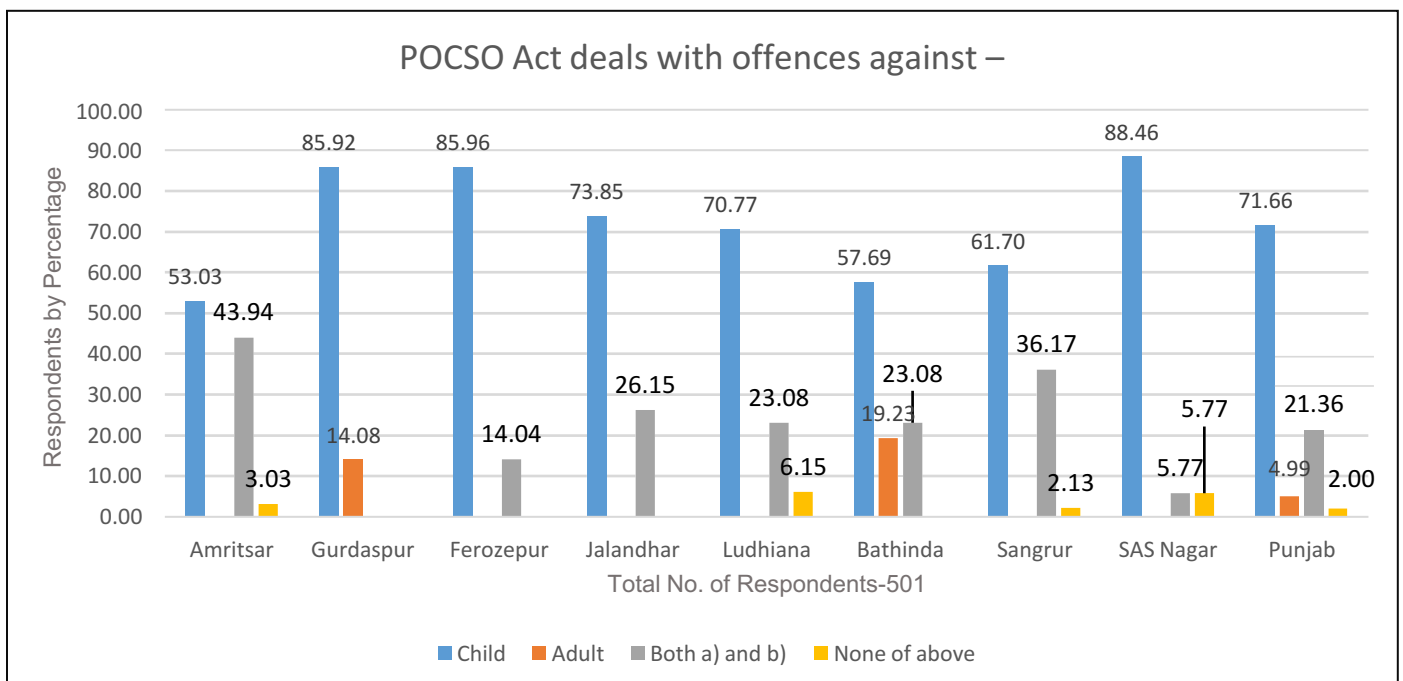
c) **Legislations related to GBV -**



To know if the participants were aware of the laws related to gender based violence, the question had listed three different laws. These laws were The Domestic Violence Act 2005, Sexual harassment of Women Act 2013 and The Protection of children from Sexual Offences Act, 2012.

Around 75 percent of the participants ticked all the given laws as the ones related to GBV. The remaining 25 percent of the participants ticked only one of the three laws as related to GBV.

• **Purpose of Protection of Children from Sexual Offences Act, 2012:**



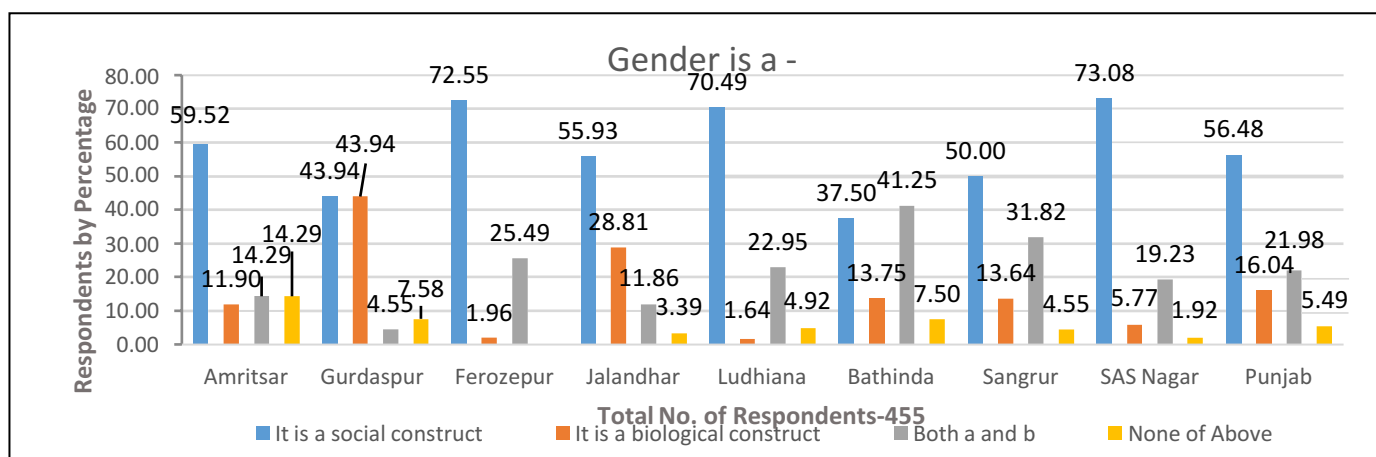
On being asked if POCSO Act is for abuse against children, a majority of the participants replied in affirmative. For the state average of 70 percent, the 30 percent of the remaining participants did not seem to know that this is an Act, particularly for the protection of children against abuse and violence.

Post-Training data analysis:

A total of **455** post training questionnaires were collected at the end of the workshops held in Punjab. The data is arranged workshop wise with the state average response of the participants.

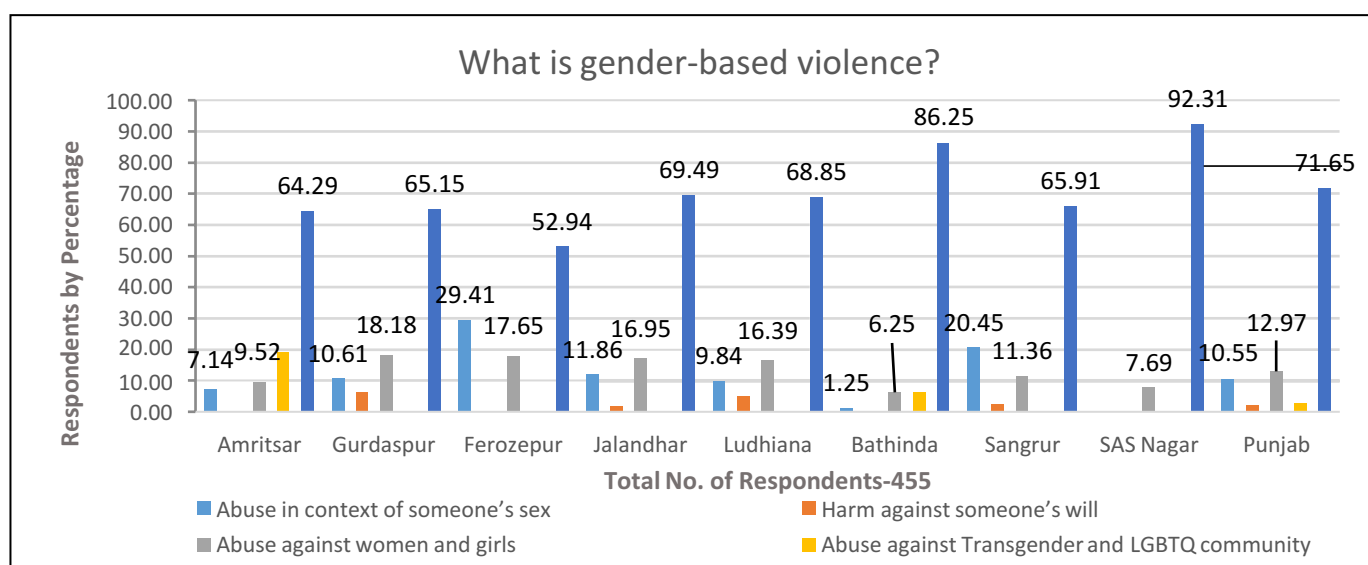
a) Gender and GBV –

During the workshop, the concept of gender and GBV were explained with the help of examples and group activity. At the end of the workshop, the first question asked was on what do you understand by gender? Through this question, the basic understanding on Gender was assessed.



Around 57 percent of the participants ticked the option that Gender is a ‘Social Construct’. Around 22 percent ticked the option that gender is both a biological and social construct. However the remaining participants considered Gender to be a ‘Biological construct’. In SAS Nagar, Ludhiana and Ferozepur workshops, more number of respondents understood gender as a social construct.

• Gender-based Violence: the concept

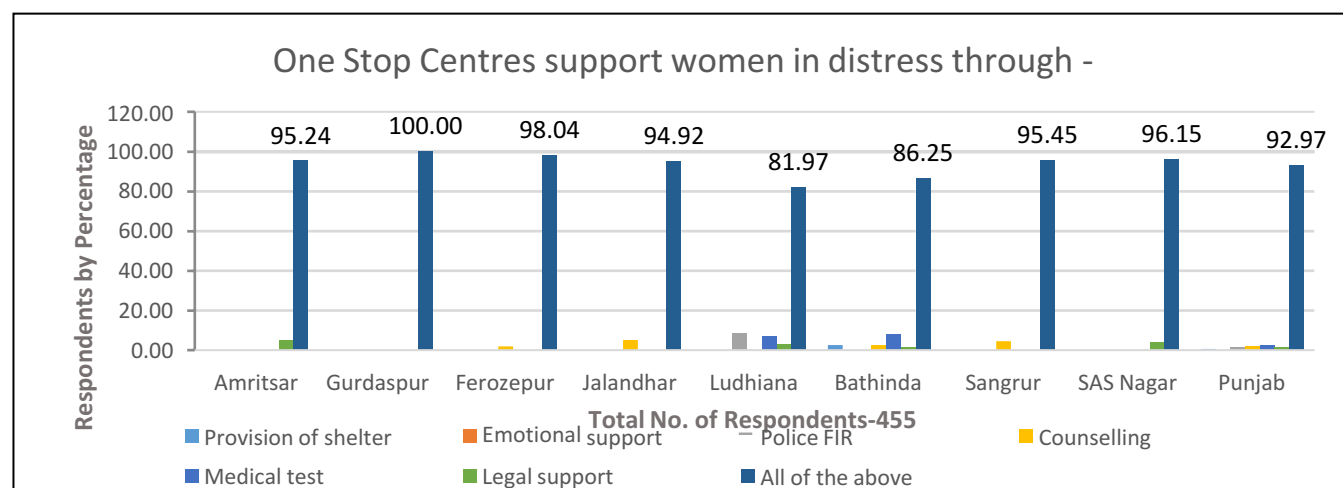


On this question on ‘What is gender based violence?’ The participants were provided five options as –

1. Abuse in context of someone’s sex
2. Abuse against women and girls
3. Harm against someone’s will
4. Abuse against transgender & LGBTQ community
5. All above

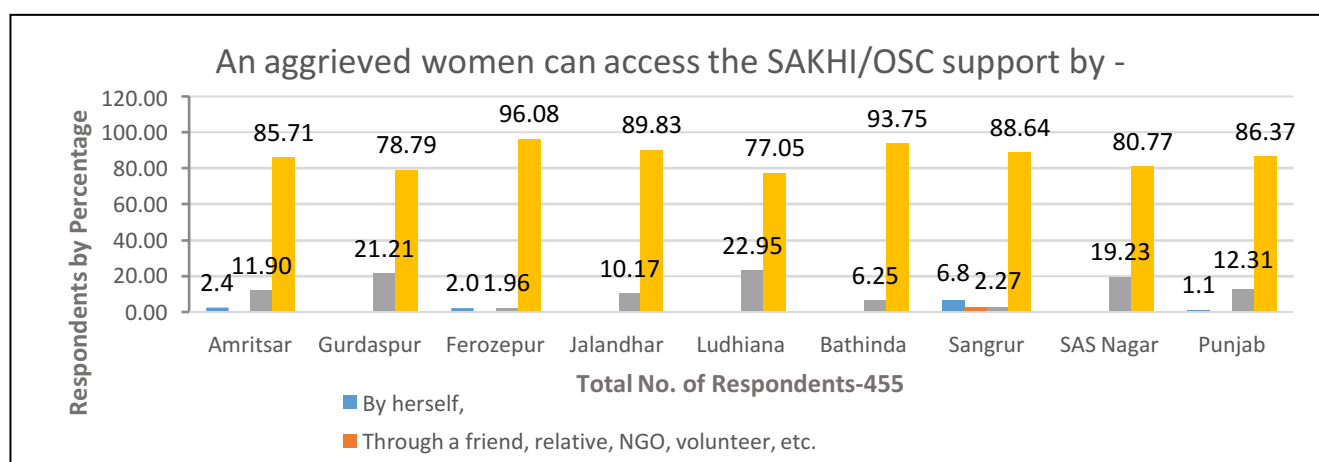
About 72 percent of the participants ticked the fifth option that included all the given kinds of violence. They seemed to understand that all the given options comprised gender based violence. This also implies that an understanding was developed that gender based violence is not against women and girls but includes violence against vulnerable groups such as transgender and LGBTQ community. While around 13 percent of the participants ticked the option that implies GBV is only ‘Abuse against women and girls’, 11 percent considered it to be in the context of someone’s sex.

b) One Stop Centres – The service provider



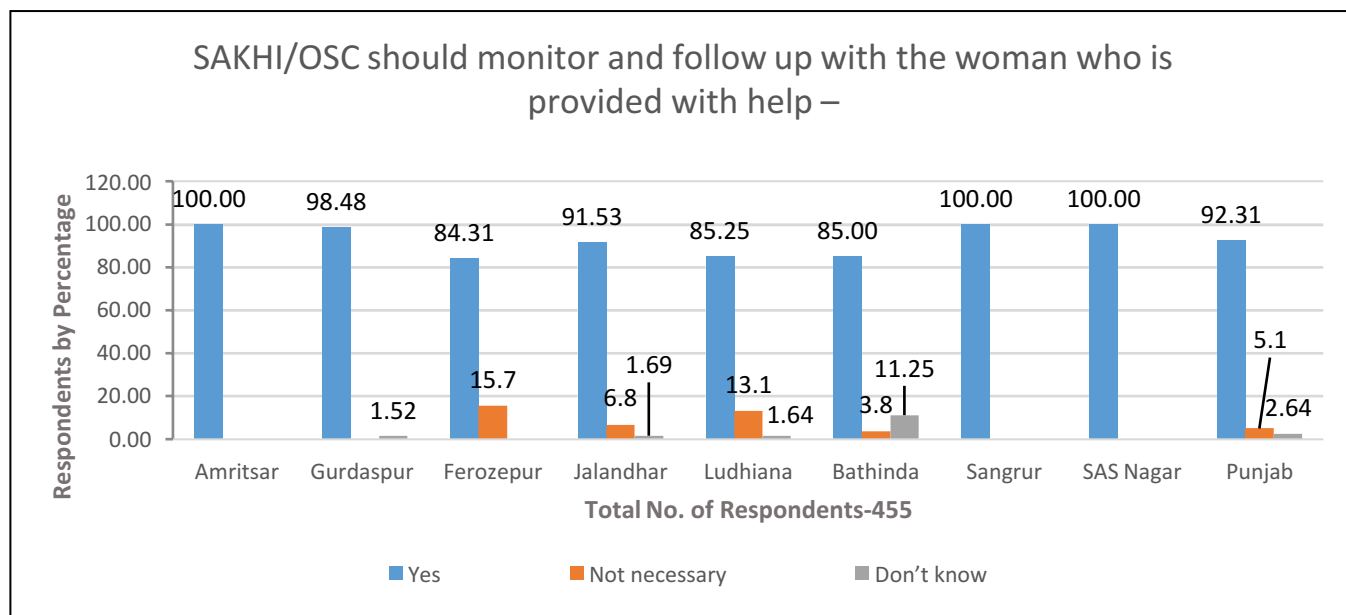
Majority of the participants were aware of the kind of services provided by One Stop Centres in support of women in distress. It conveys that the participants had developed a clear understanding of the services that OSCs offer to help women in distress.

• Accessing the OSC support



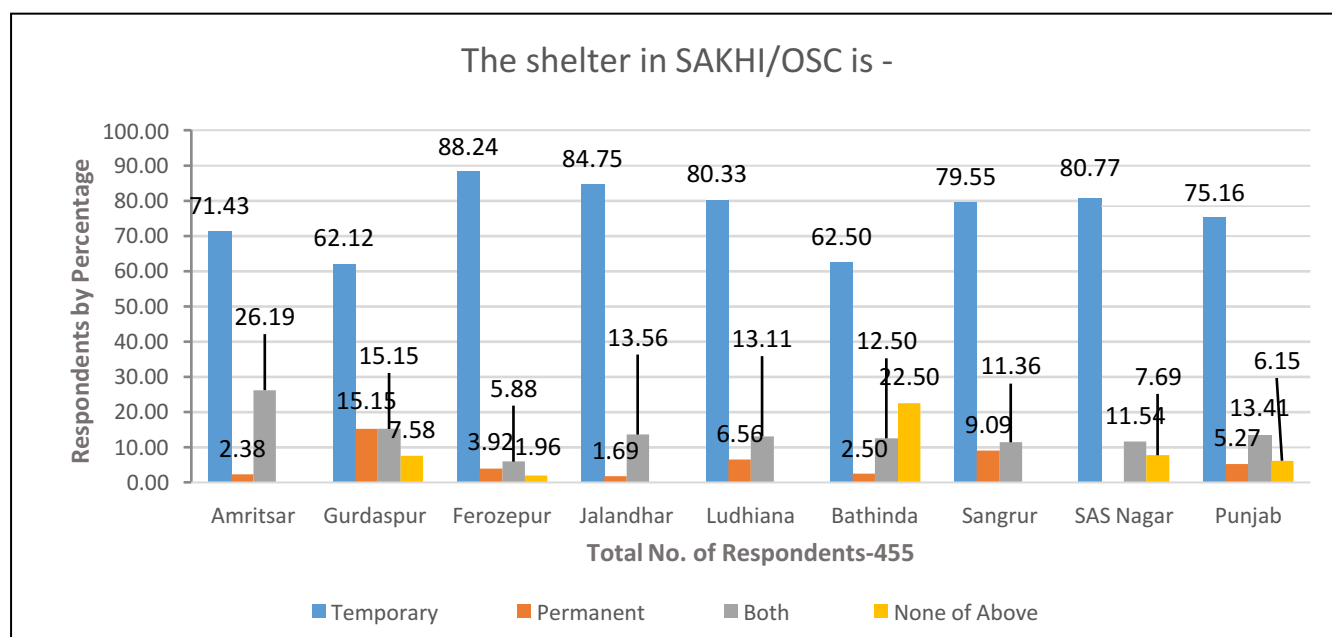
Around 87 percent of the participants conveyed that OSCs were easily available to survivor of violence. They were aware of all the access routes an aggrieved women, can use to seek support from the One Stop Centres. The remaining participants conveyed that women could reach out to OSC either through the women helplines, by herself or through a friend, relative, NGO, etc.

- **Monitoring and follow up -**



A majority of participants were aware of the importance of the monitoring and follow up of the women who is provided help at the OSC. The workshops at Amritsar, Sangrur and SAS Nagar had 100% participants answering in favour of monitoring and follow up of the case. It shows a clear understanding of the procedures for proper case management and need for taking them to logical conclusion.

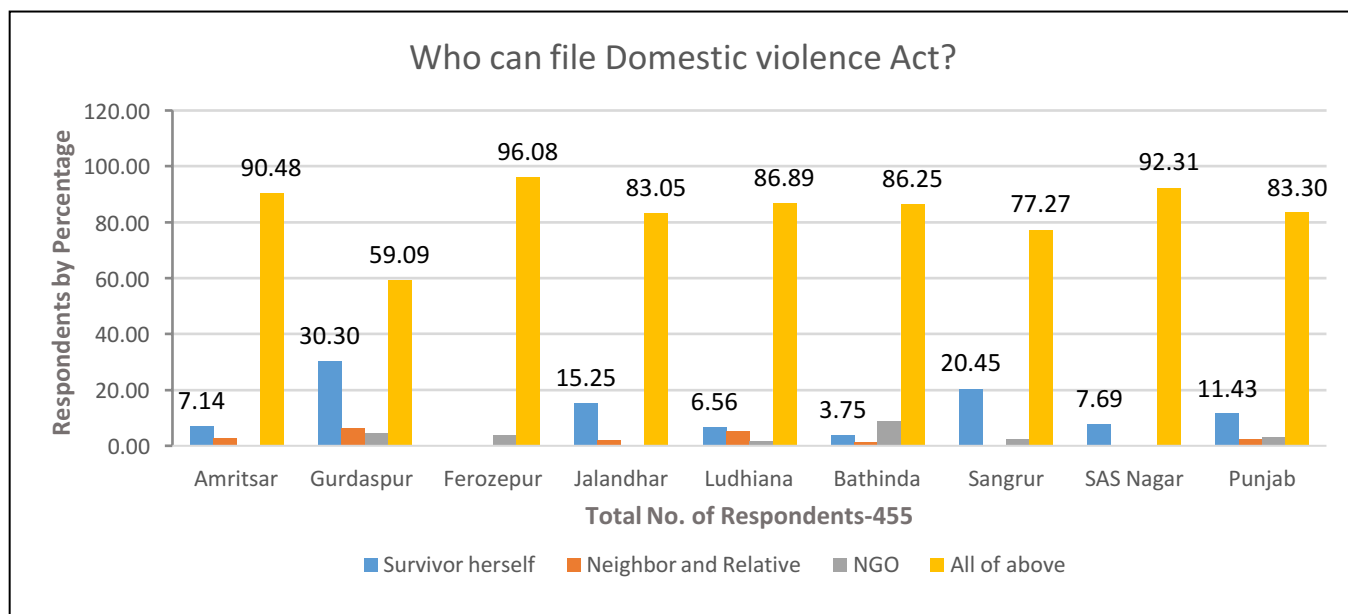
- **Provision of shelter at OSC**



Around 74 percent of the participants were aware of the shelter being ‘Temporary’ at the OSCs, while 13 percent considered it to be both permanent and temporary depending on the case. A few were not too sure of the availability of shelter at the OSC.

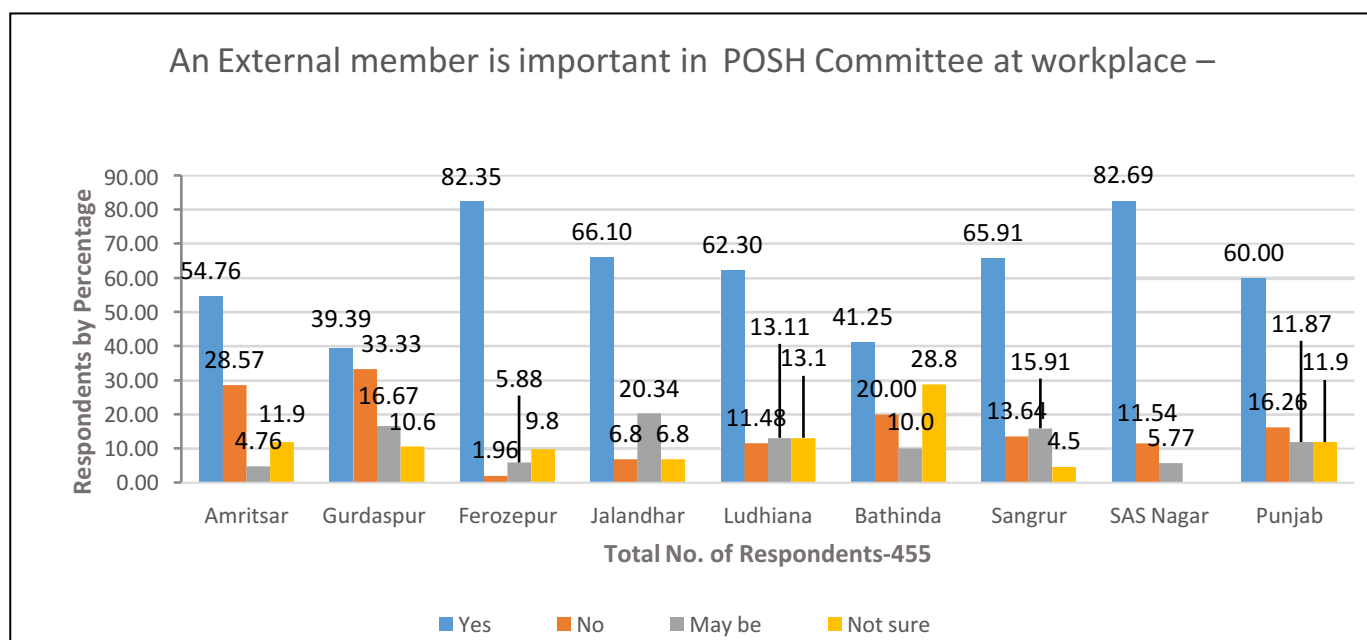
c) Legislations related to GBV –

- **Accessing help under Domestic Violence Act**



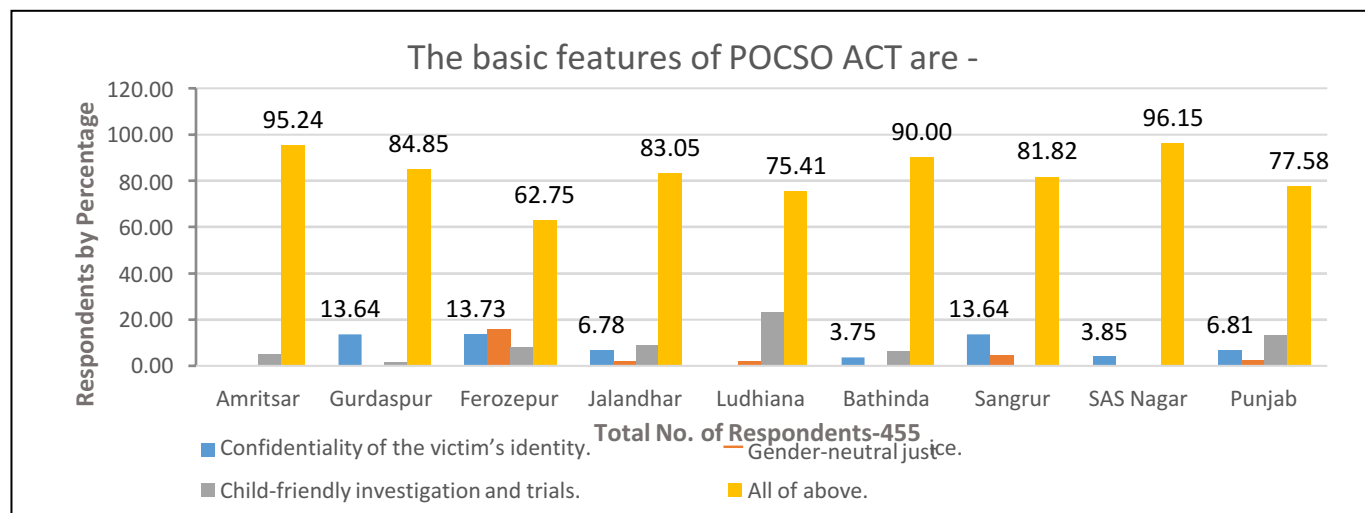
Around 83 percent of the participants opted for the answer that indicated the process of accessing help by women. They knew that the survivor herself or anyone related to survivor or an NGO could approach OSC for help. They understood that domestic violence cases could be filed by anyone and access help under the Act.

- **Composition of IC under POSH Act**



Around 60 percent of the participants conveyed that an external member is important in the Internal Complaints Committee constituted at the workplace. About 16 percent did not feel it is important to induct an external member in POSH committee. The SH Act was discussed in detail during the workshop. However this Act was not too clear to all the participants. The ignorance persisted on the composition and detailed functioning of the POSH Committees at workplace.

- **POCSO Act**



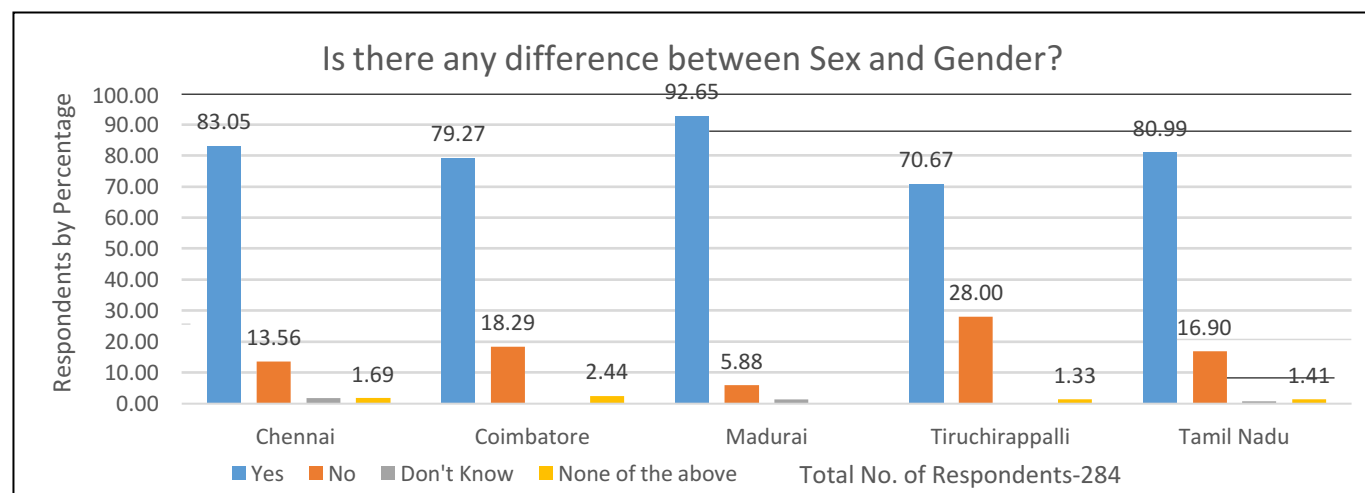
A majority of the participants understood the basic features of POCSO Act, especially the three essential features of it being gender friendly justice, maintaining the confidentiality of the victim and child friendly investigation and trials.

Annexure 7.b. Tamil Nadu: Pre-Training data analysis:

A total of 274 pre training filled questionnaires were collected from all the workshops in Tamil Nadu. The data is arranged workshop wise with the state average.

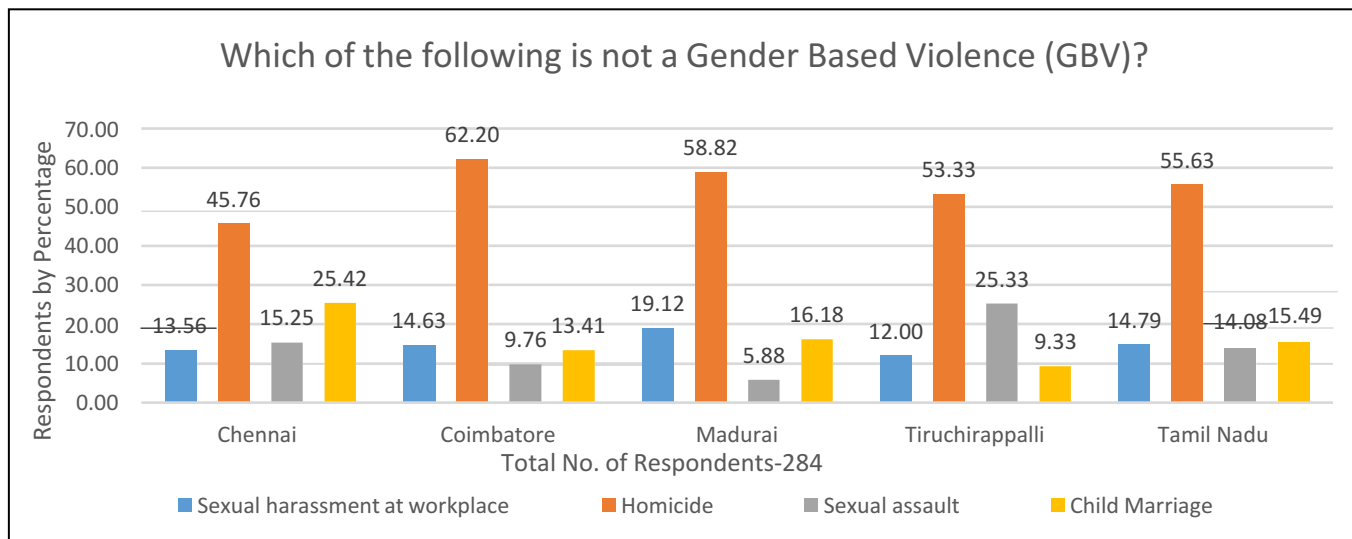
a) Gender and GBV –

The first question pertained to the basic understanding of gender, and the biological and social constructs of sex and gender.



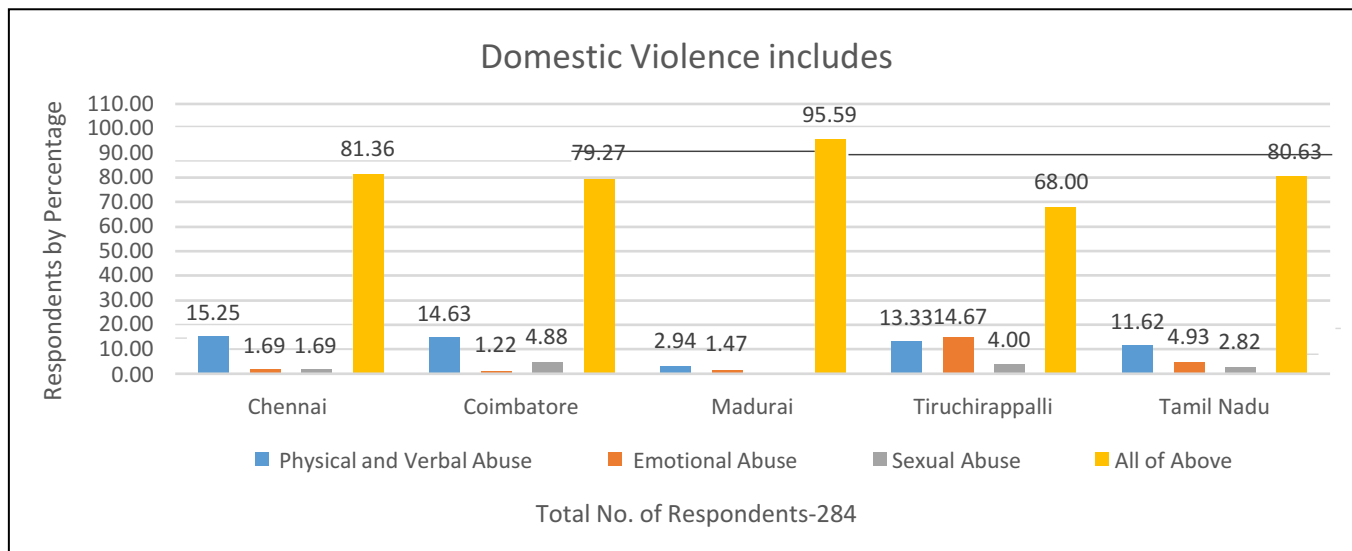
The data presented here shows that around 93 percent of the participants were aware of the difference between sex and gender. However about 7 percent of the participants answered with ‘No’, that there is no difference between the two.

- **Types of gender based violence:**



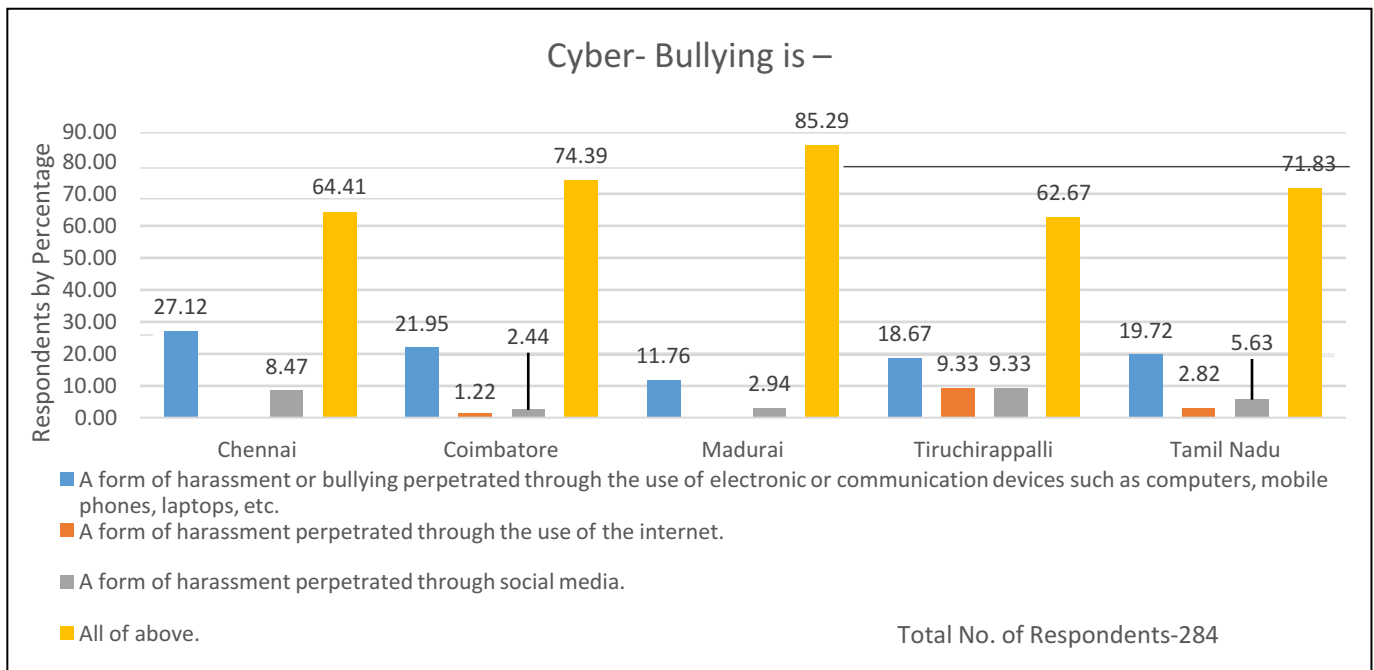
On the understanding on types of gender based violence, a majority of the participants added ‘Sexual harassment at workplace’, ‘Sexual assault’ and ‘Child Marriage’ under the forms of GBV. Homicide was not chosen as a type of GBV by almost all the participants.

- **Domestic Violence**



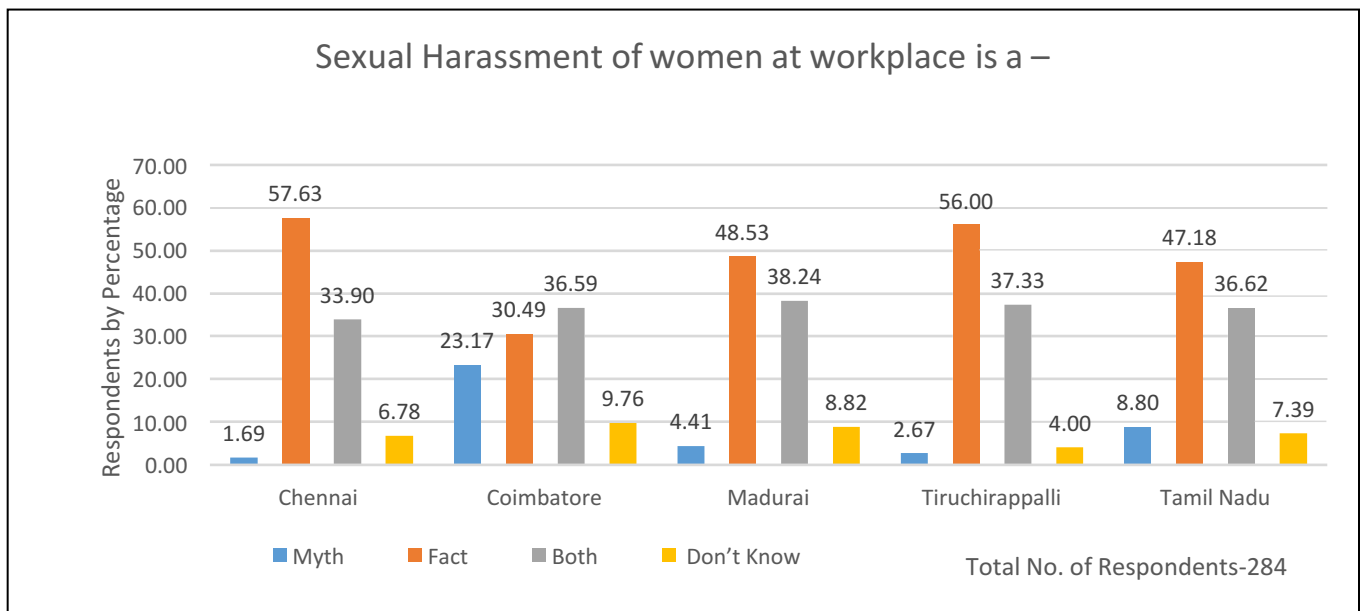
The above data shows that 96 percent of the participants considered, physical and verbal abuse, emotional abuse and sexual abuse under the definition of domestic violence. The rest of the 19 percent of participants considered only one of the mentioned abuses to be included under domestic violence, implying a gap in the understanding of domestic violence as per the Domestic Violence Act that provides a wider definition of domestic violence.

- **Cyber-Bullying**



A majority of the participants understood cyber bullying as a form of harassment in online space. They cited various examples by means of which young girls and women are stalked and bad names are called out to them. During the pandemic, switch over to online space brought about several instances where women were harassed and stalked in online space. The participants were well aware of the dangers of cyber bullying.

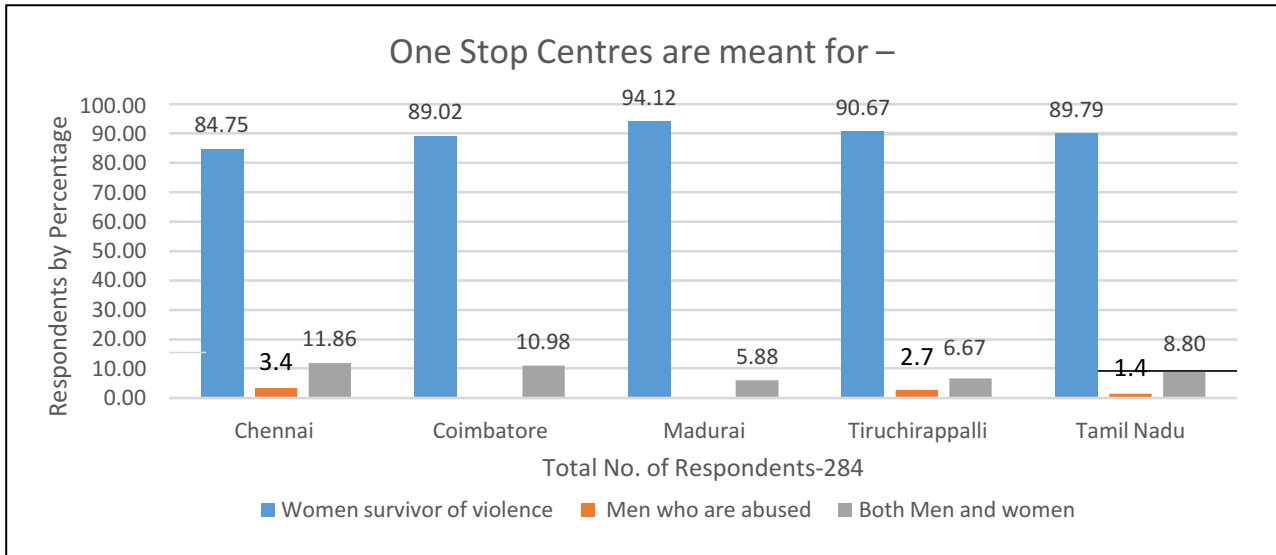
- **Sexual harassment at workplace**



The OSCs did not receive direct cases of sexual harassment at workplace. Only 47 percent of the participants considered 'Sexual Harassment of women at workplace' as a fact. The low level of awareness

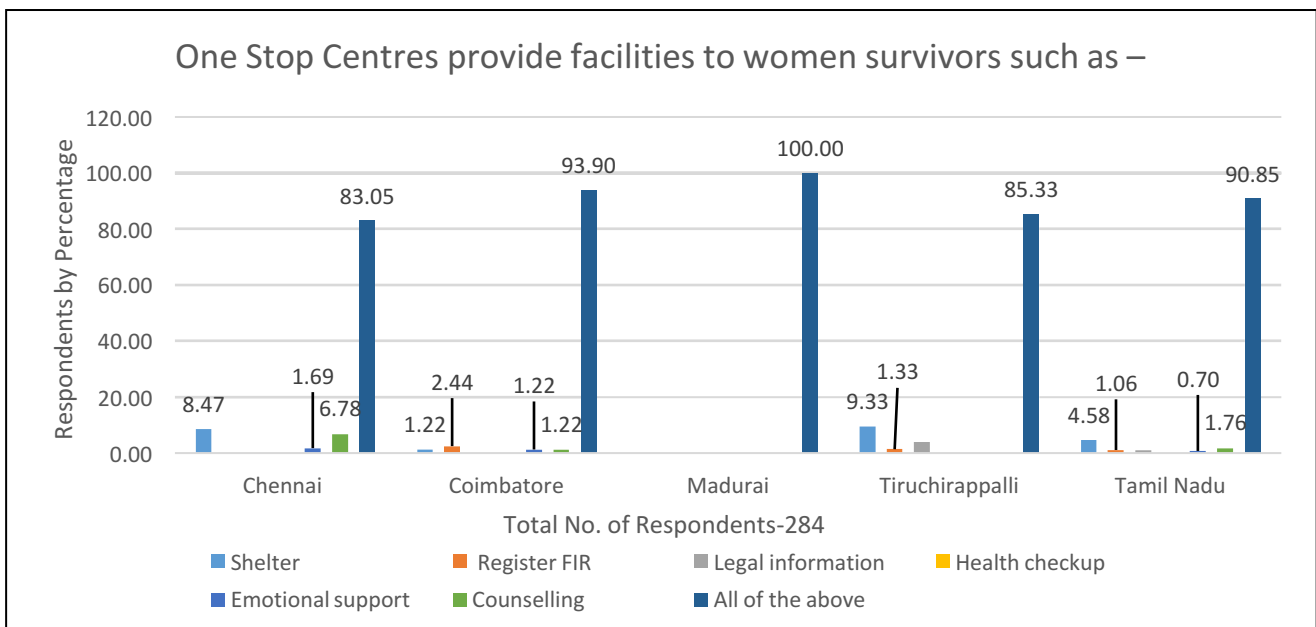
on sexual harassment at workplace is a cause of concern as it shows that many may not consider it to be an offence and worthy of a complaint.

- **Scope of One Stop Centres –**



Around 90 percent of the participants were aware that One Stop Centres are meant for ‘Women survivors of violence’. This shows that the participants had the clarity on who the OSCs are basically meant for.

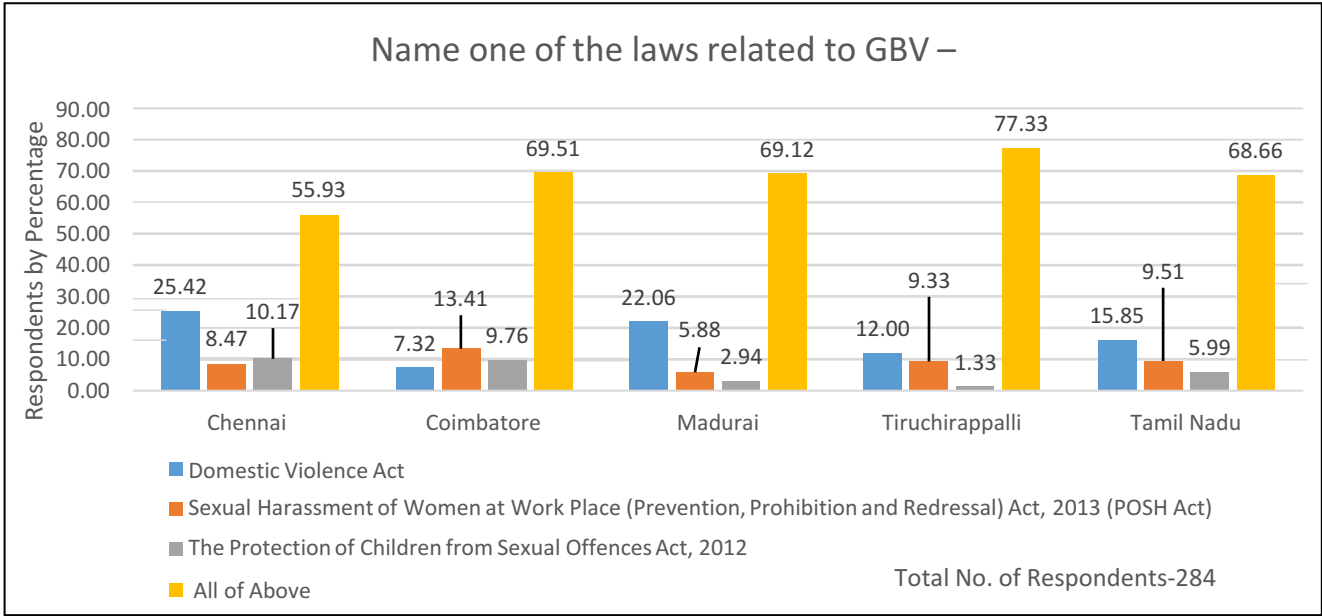
- **Availability of facilities at OSCs**



A majority of participants, around 91 percent, were aware of all the facilities provided by OSCs in the support of women survivors. They cited multiple services such as health check-ups, legal assistance,

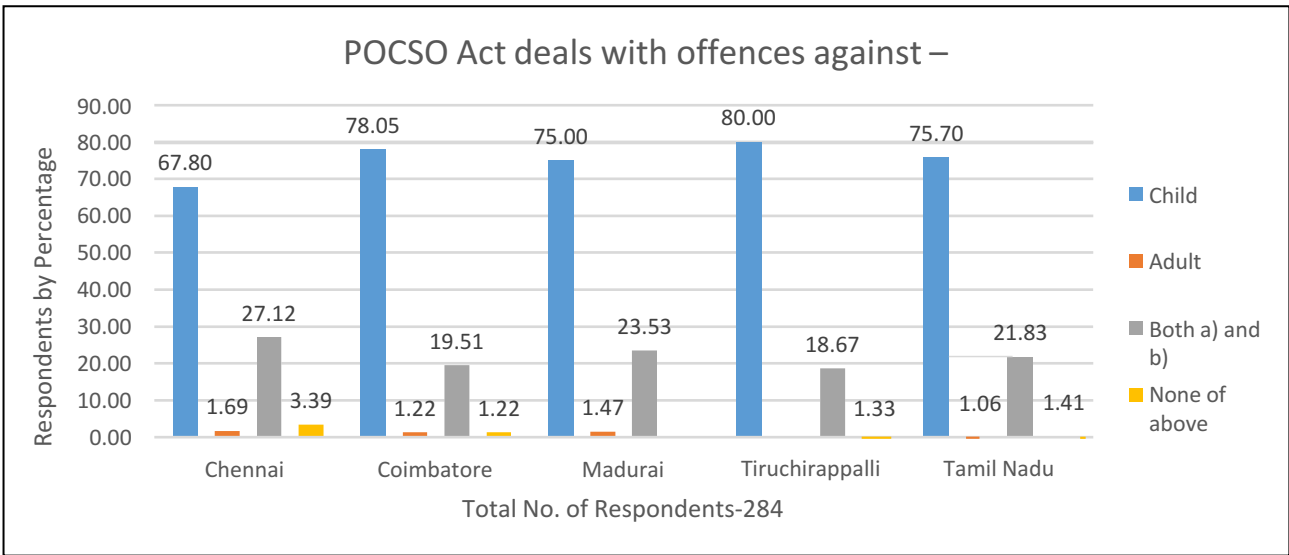
registration of FIR, emotional support, counselling and shelter for the women survivor of violence and abuse.

c) Legislations related to GBV -



The three given laws on domestic violence, sexual harassment of women at workplace and POCSO were counted under the legislation for women against gender based violence. A comparatively large number of participants understood these laws connected to GBV.

- The Protection of children from Sexual Offences Act, 2012**



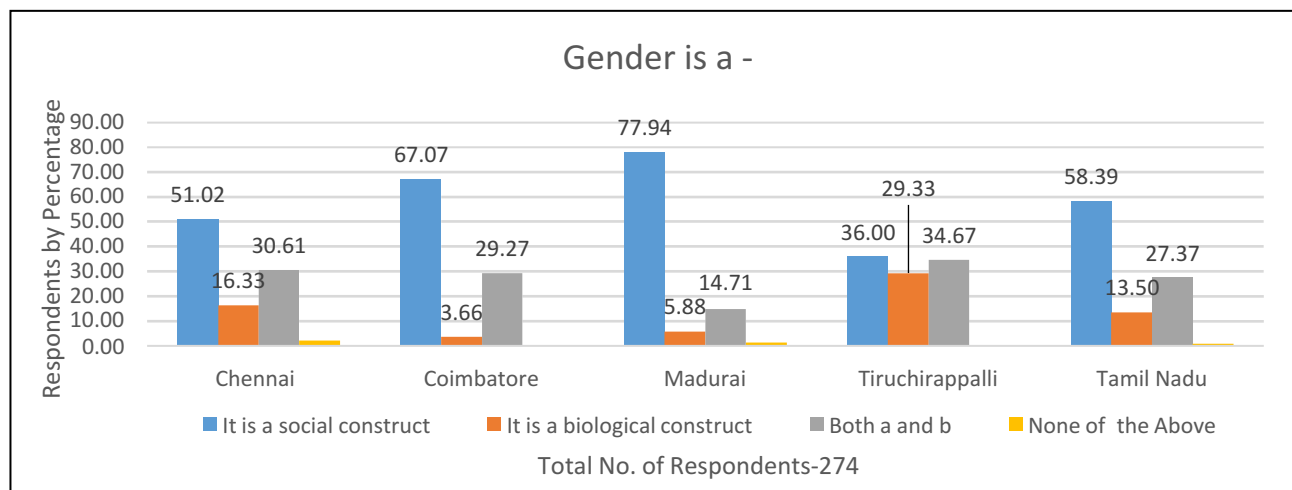
On being asked if POCSO act is for abuse against children, a majority of the participants replied in affirmative. Around 76 percent of the participants were aware that POCSO Act dealt with offences against children. About 22 percent participants considered it for both children and adults.

Post-Training data analysis:

A total of **284** post training questionnaires were collected from all the four workshops held in Tamil Nadu. The data is arranged workshop wise with the state average.

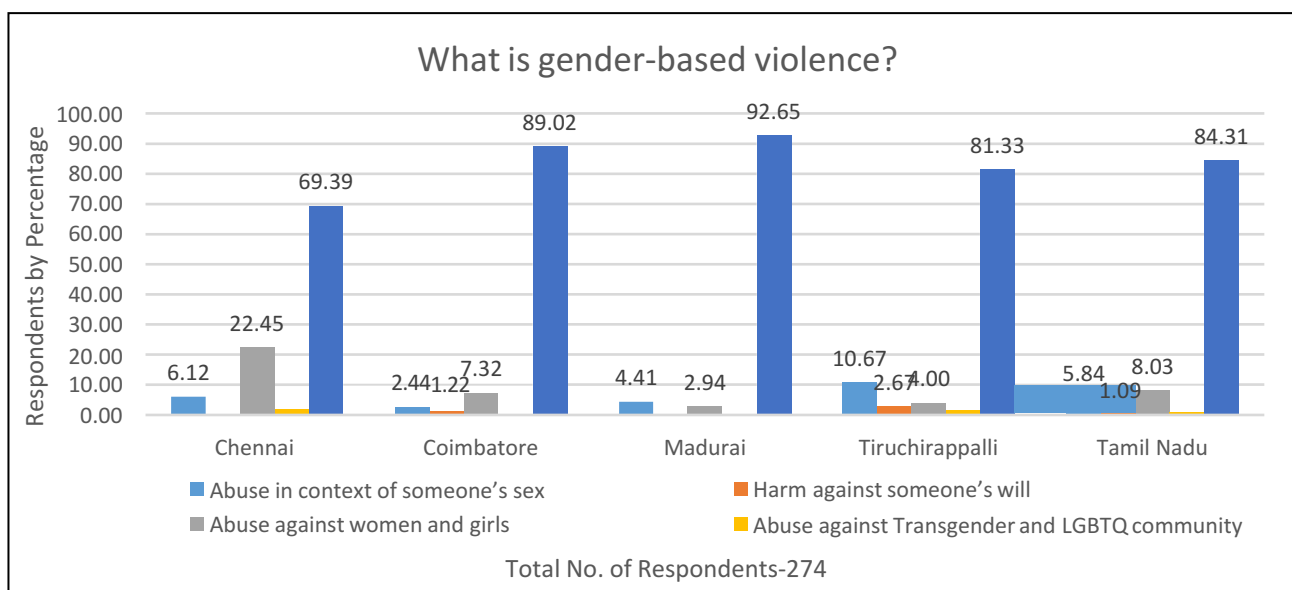
• **Understanding Gender and GBV –**

Through this question, the understanding of concept of Gender was assessed.



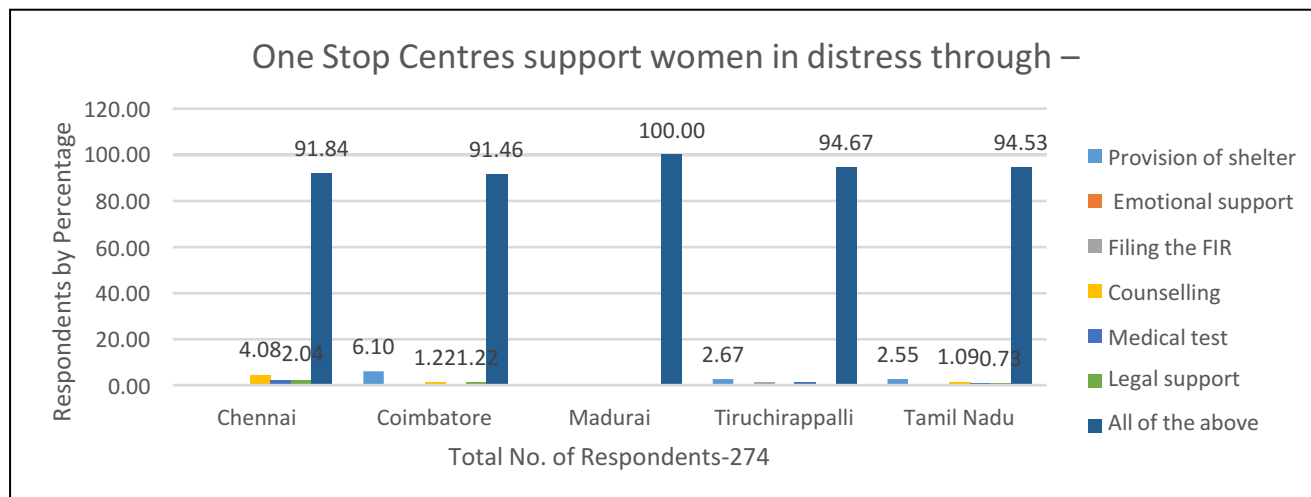
Around 58 percent of the participants understood Gender as a ‘Social Construct’. About 27 percent replied that gender is ‘Both’ a social and a biological construct. Many participants conveyed gender as both a biological and a social construct.

• **Gender-based Violence**



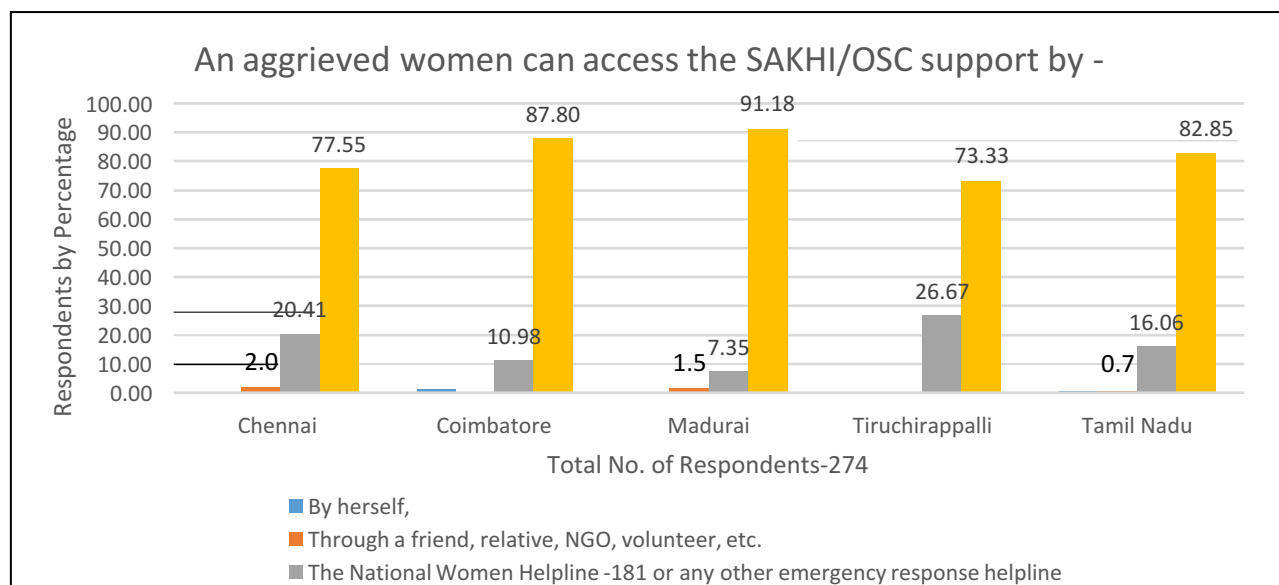
Around 84 percent of the participants answered GBV as inclusive of all the above mentioned options. These respondents understood the concept of GBV with its inter-sectionality and inclusiveness of all vulnerable groups such as LGBTQ and transgender groups.

- **Services at One Stop Centres –**



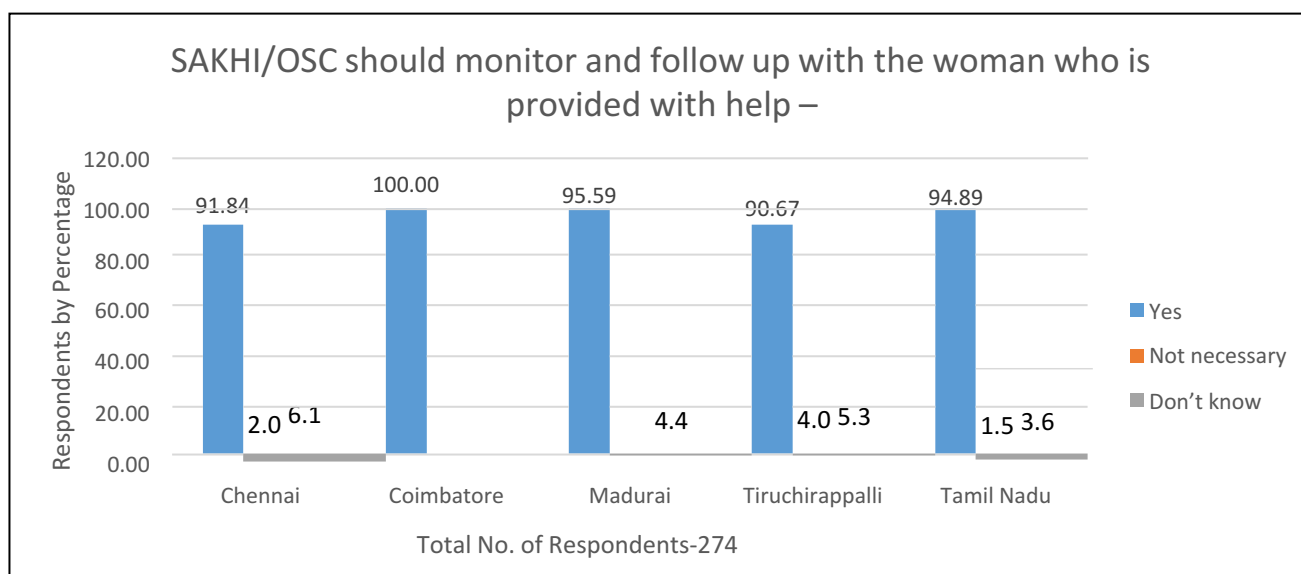
Nearly all participants had a clear understanding of the services that OSCs offer to help women in distress. They could spell all the facilities available at the OSCs.

- **Accessing the OSC support**



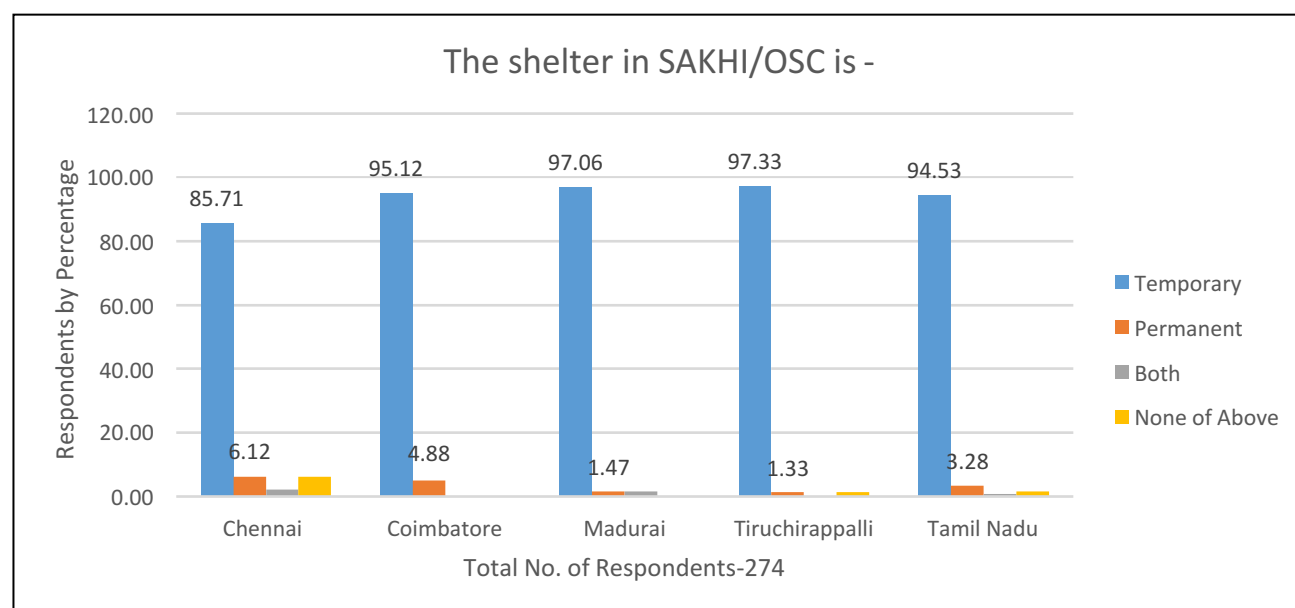
Around 83 percent of the participants were aware of all the access routes that an aggrieved woman can use to seek support from One Stop Centres. They knew that women could approach OSCs by herself, through a friend, NGO or a volunteer of national/state/NGO women helplines.

- **Monitoring and follow up**



The participants, by and large, understood the need for monitoring and follow up with the women who is provided support at the OSC. It is an important part of the case management process.

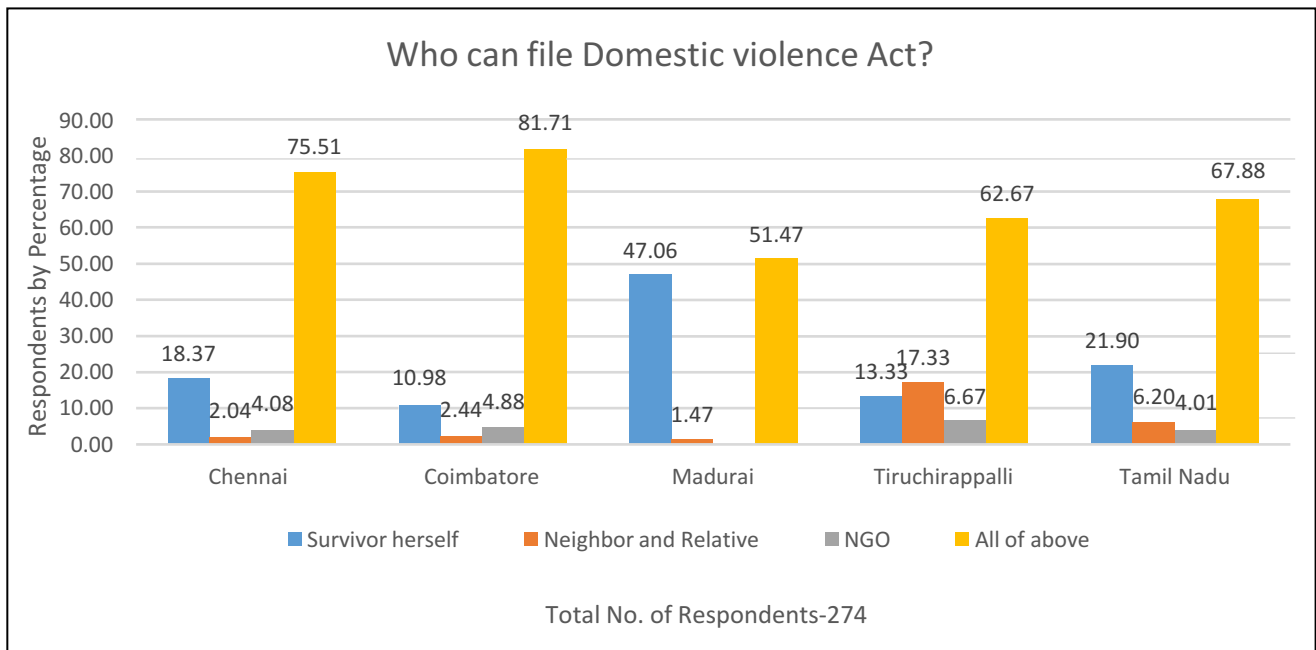
- **Shelter at OSC**



94 percent of the participants were aware that the shelter at the OSCs is 'Temporary' in nature. It can be provided for 4-5 days to aggrieved women, as mandated under the SAKHI-OSC guidelines.

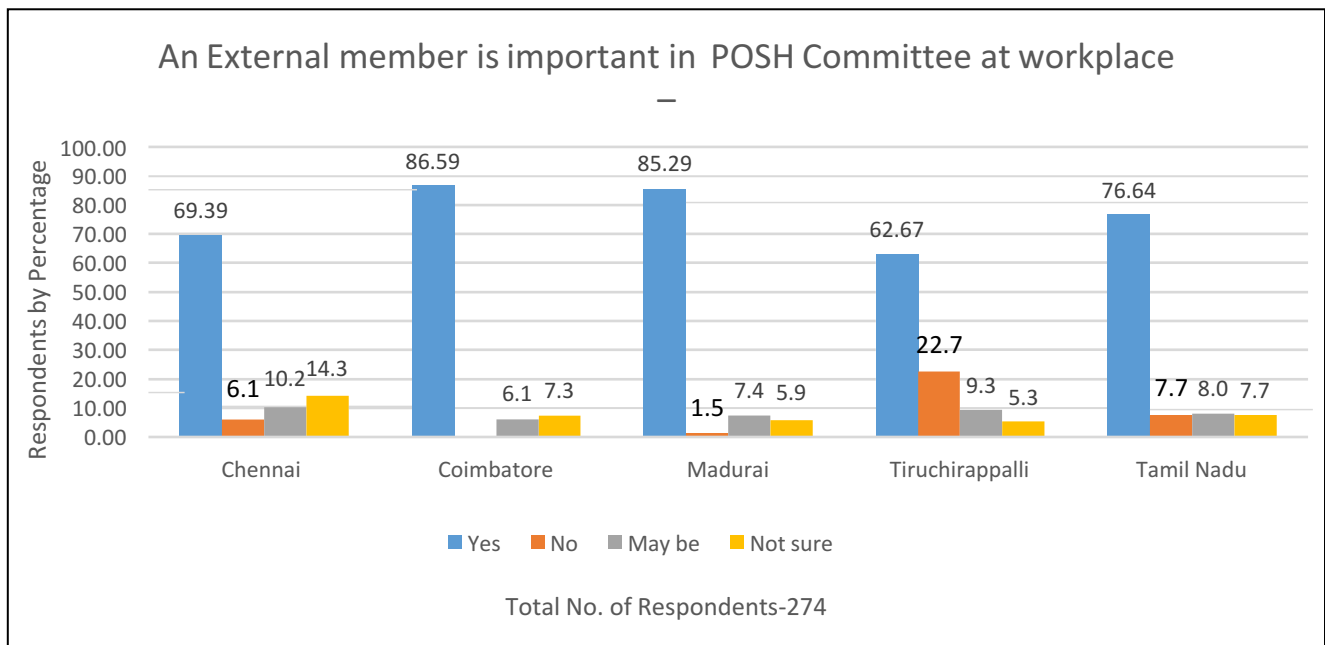
b) Legislations related to GBV –

• Domestic Violence Act



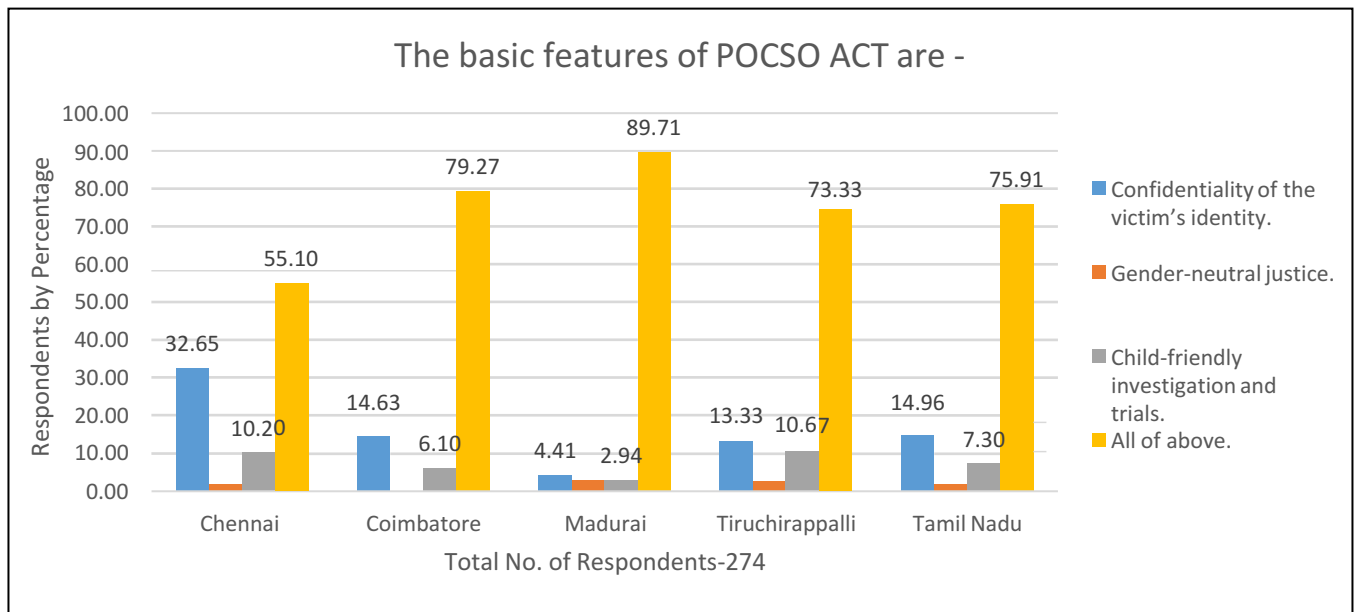
Around 68 percent of participants knew the process of filing the complaint under the Domestic Violence Act. They knew that the complaints of domestic violence may be filed by the aggrieved woman herself or her relative/neighbour or an NGO, who works in the area of GBV.

• POSH Committee



A majority, 77 percent of participants felt the need for an external member in the POSH committee, constituted at the workplace under The SH of women at workplace Act, 2013.

- **POCSO Act**



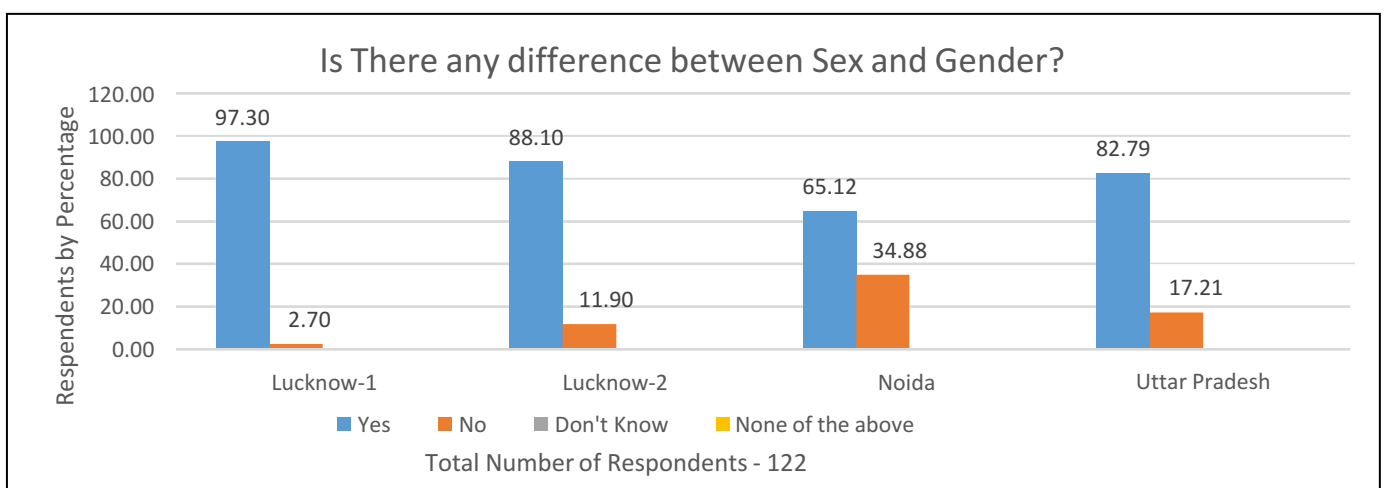
POCSO Act protects children against violence and abuse. Around 76 percent of participants knew that POCSO demands the confidentiality of victim's identity, conducts child friendly investigation and trials based on principle of gender neutral justice.

Annexure 7.3 Uttar Pradesh: Pre-Training data analysis:

A total of **122** pre training filled questionnaires were collected from the three workshops, held in the state of Uttar Pradesh. The data form each workshop has been included to draw inferences.

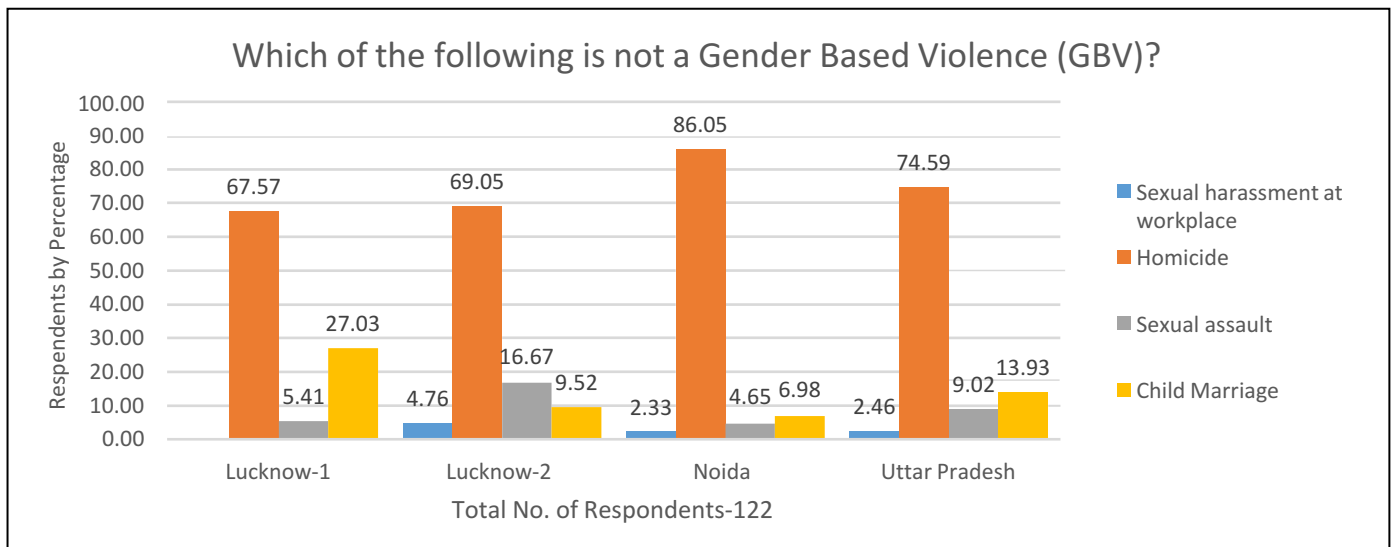
a) Gender and GBV –

The first question pertained to the basic understanding of gender, as to whether they knew the social construct of gender.



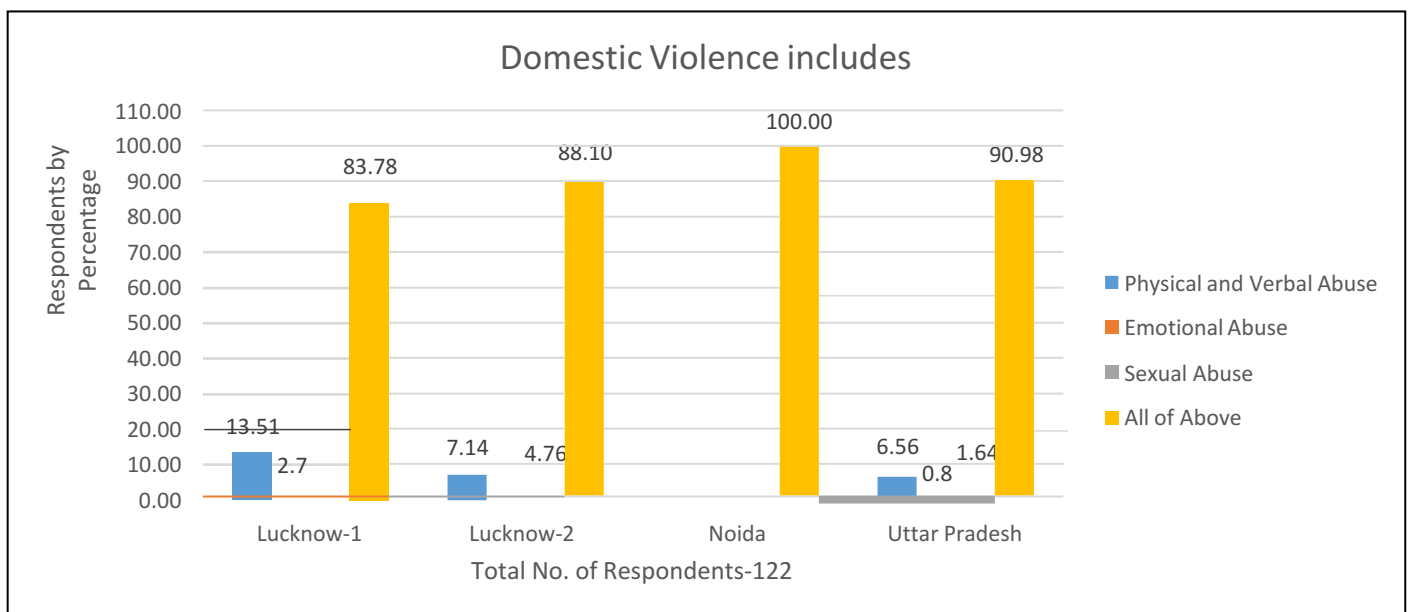
Up to 97 percent of the participants opted for sex and gender as two different words.

- **Types of gender based violence**



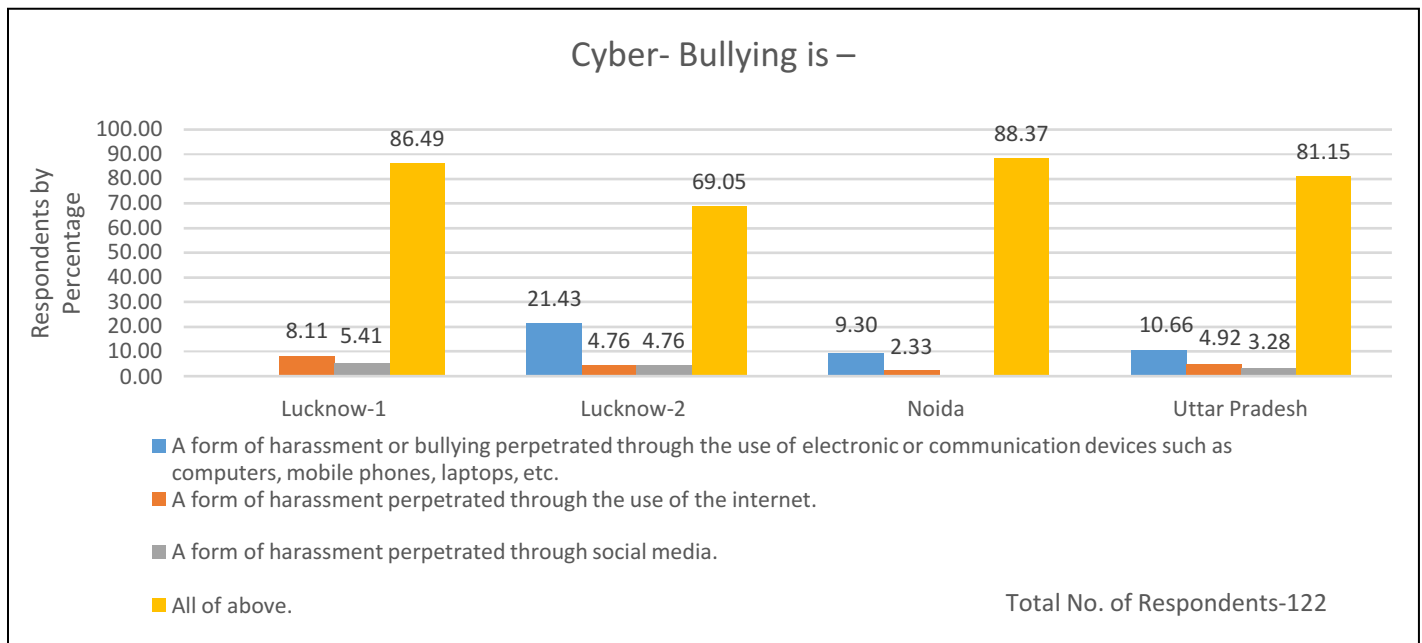
On the question of gender based violence, a majority of the participants pointed out that ‘Homicide’ is not a kind of gender-based violence. A few considered child marriage or sexual assault or sexual harassment at workplace, not coming under the definition of gender based violence. This raised the need to raise their understanding on what all constitutes gender based violence.

- **Constituents of Domestic Violence**



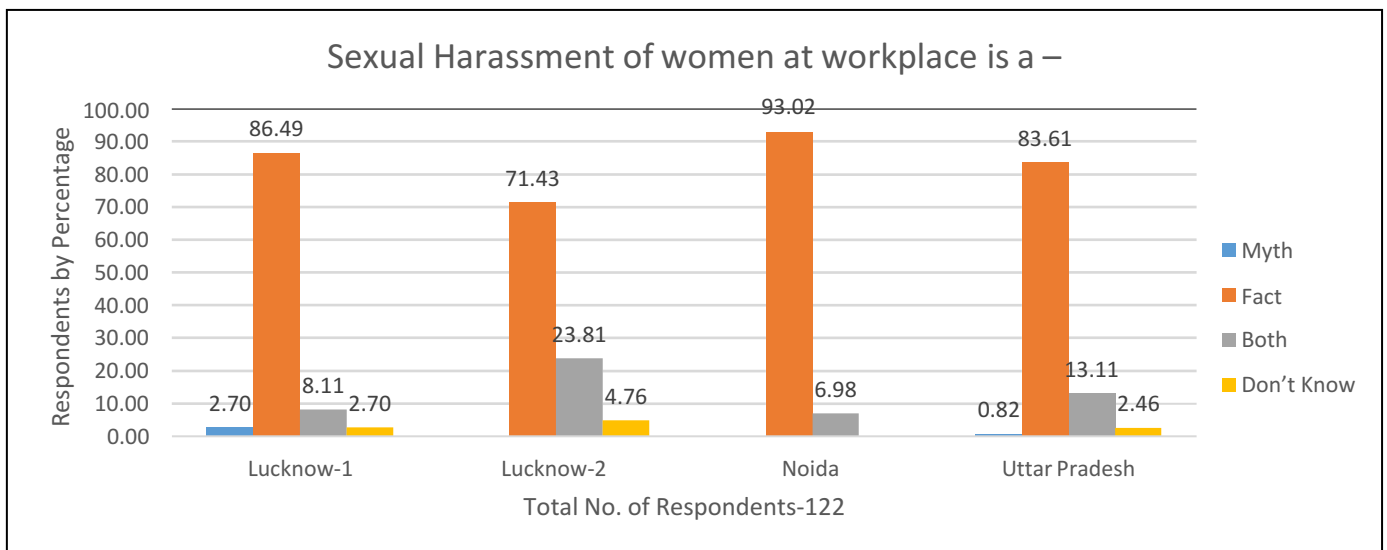
The above data shows that 100 noida percent of the participants were aware of the type of abuses included in Domestic violence. They seemed to know that domestic violence is not only physical abuse but also comprises the other forms such as emotional and sexual abuse too.

- **Cyber-Bullying**



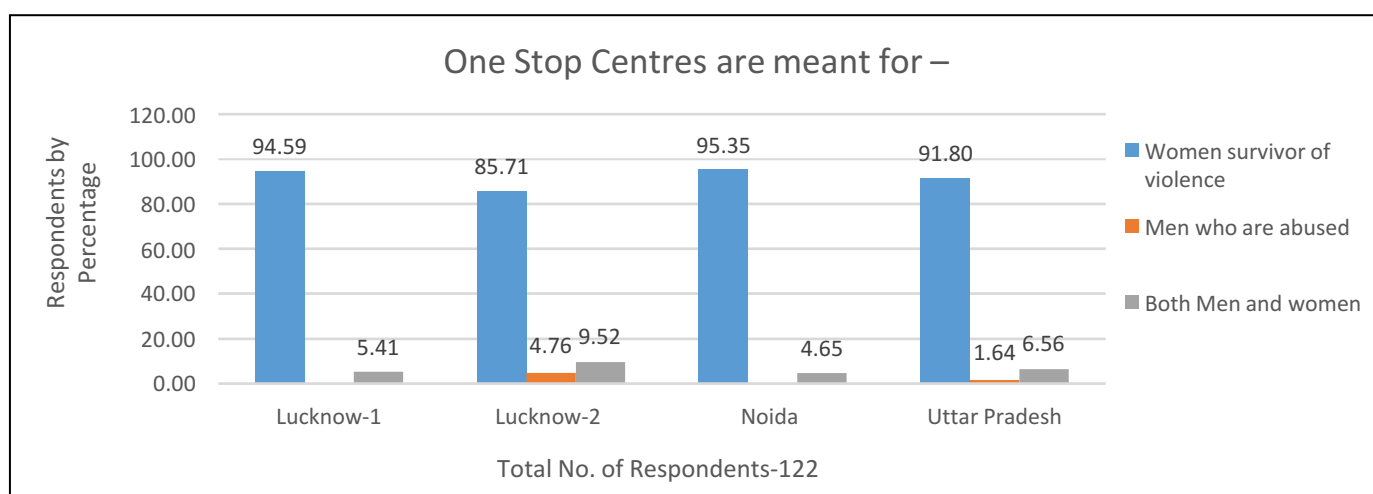
Around 81 percent of the participants were aware of Cyber-Bullying, as the kind of harassment that may occur through any social media or web based portal.

- **Sexual harassment at workplace**



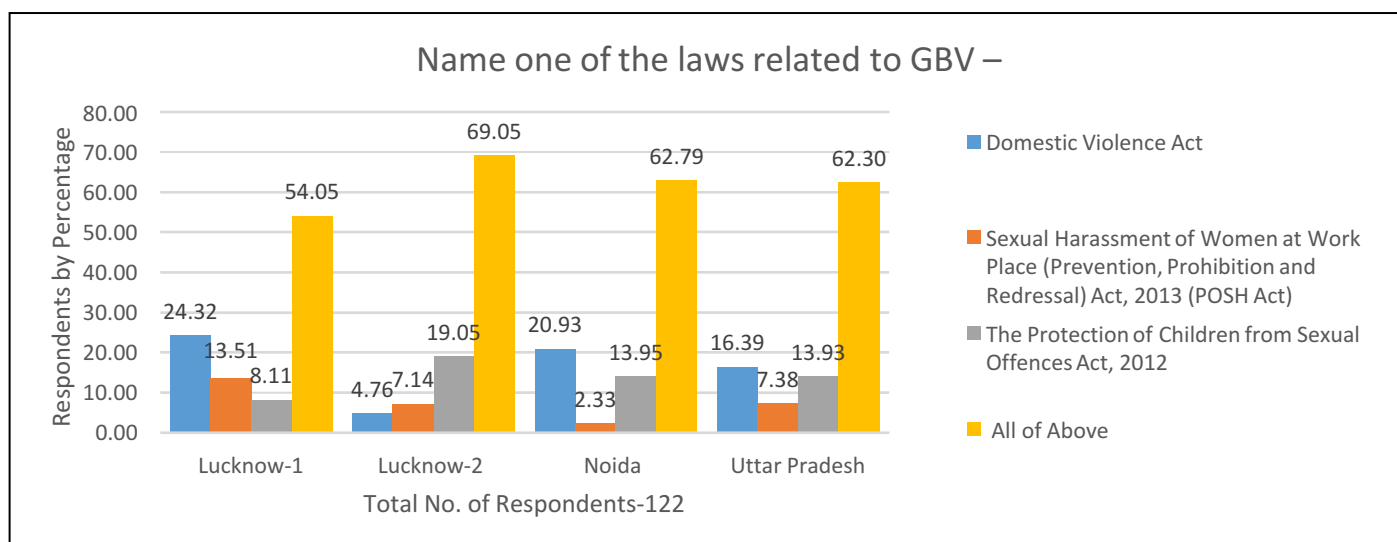
Around 84 percent of participants considered ‘Sexual Harassment of women at workplace’ as a fact, with 13 percent, opting for ‘Both’ the myth and the fact for it. It was later learnt that OSCs did not receive any wage or workplace related complaints as such. However it was felt important that

b) SAKHI - One Stop Centres –



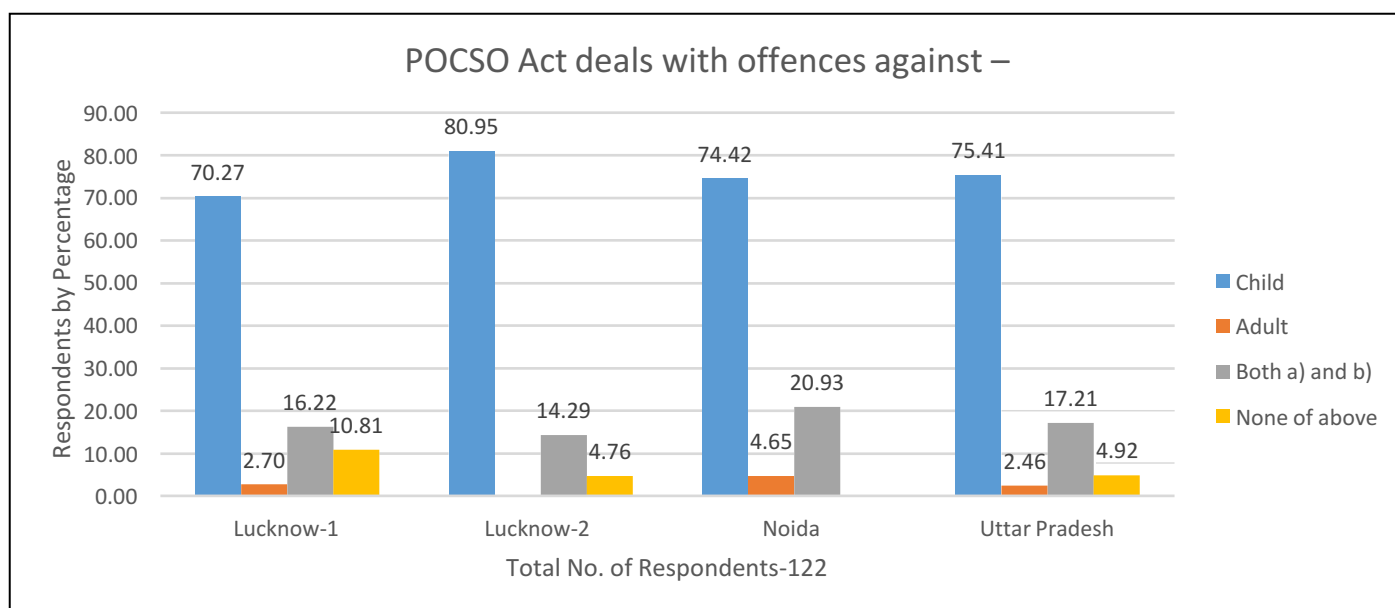
The majority of participants were aware that One Stop Centres are meant for ‘Women survivors of violence’. This reflects clarity on the purpose of OSCs in their minds. However around 7 percent answered with ambiguity for ‘both men and women’.

c) Legislations related to GBV -



OSCs provide legal assistance and legal aid to the survivors of GBV. Therefore it is important for the OSCs teams to know the basic acts that exist for the protection of women against violence and abuse. Around 62 percent of participants were aware that all three laws, i.e., ‘Domestic Violence Act’, POSH Act and POCSO Act, are the acts related to gender based violence. However the awareness on domestic violence act was comparatively more than the POSH and POCSO acts. This may attribute to the fact that they receive domestic violence complaints more than the other two.

- **Knowing about POCSO:**



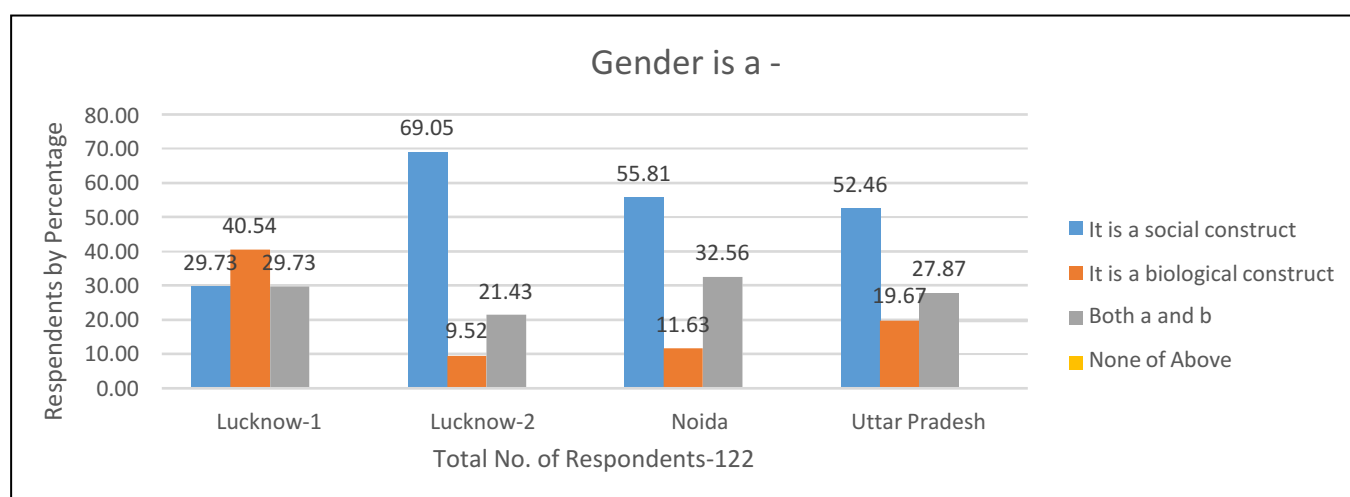
On being asked if POCSO act is for abuse against children, a majority of the participants replied in affirmative. Around 75 percent of participants were aware that POCSO Act deals with sexual offences against children while 17 percent felt that both children and adults were dealt under this act.

Post –Training Data analysis:

A total of **122** post training filled questionnaires were collected from the three cluster workshops held in Uttar Pradesh. The data is arranged workshop wise with the state average.

a) Gender and GBV –

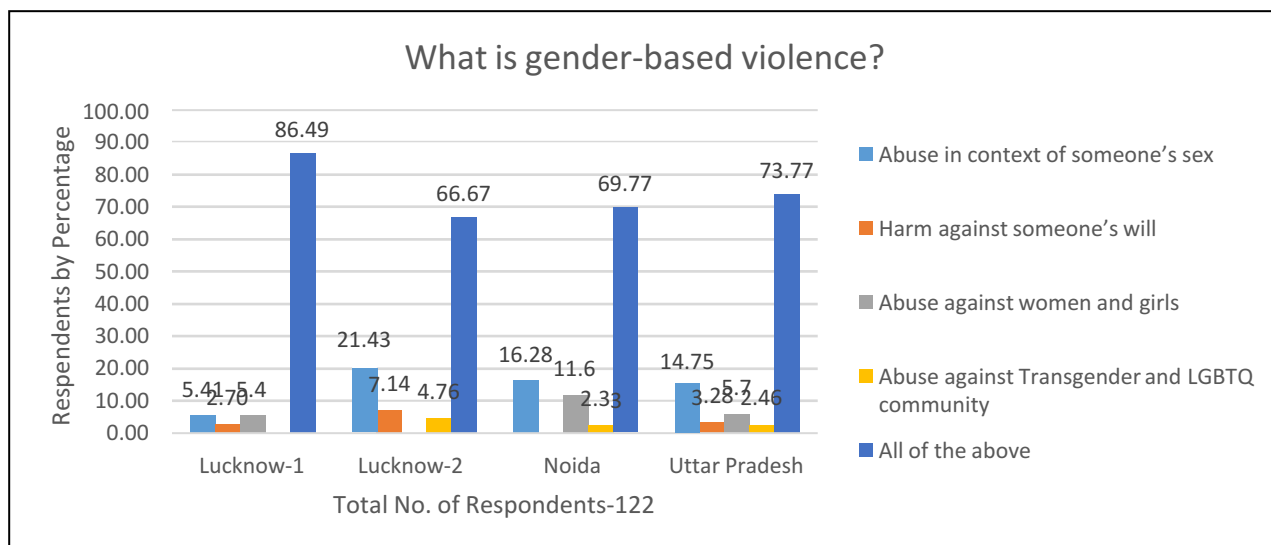
Through this question, the understanding on the concept of Gender was assessed.



Around 69 percent of participants understood Gender as a Social Construct. During the workshop, the social construct of gender was explained in depth and it seemed to help the participants relate to it in

practice. However 28 percent of participants could not differentiate between the physical attributes and the social construct. The difference between the two remained blurred for many. \

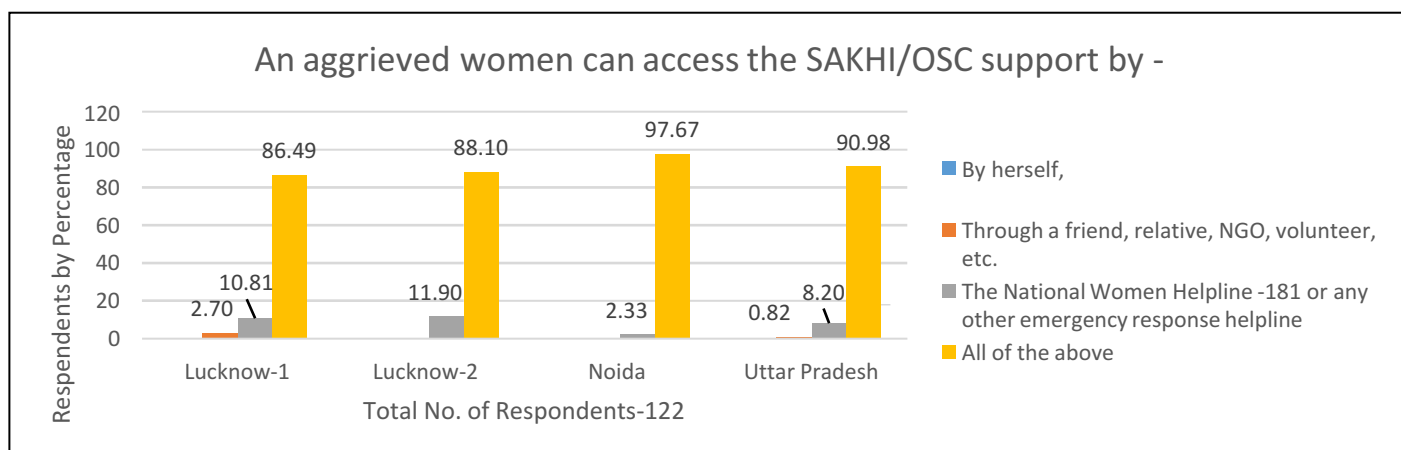
- **Gender-based Violence:**



Around 74 percent of participants seemed to understand gender based violence in totality. They could relate it not only to women but in the context of sex, against consent and LGBTQ communities too. They understood the concept of GBV being inclusive of the vulnerable groups, not just women and girls.

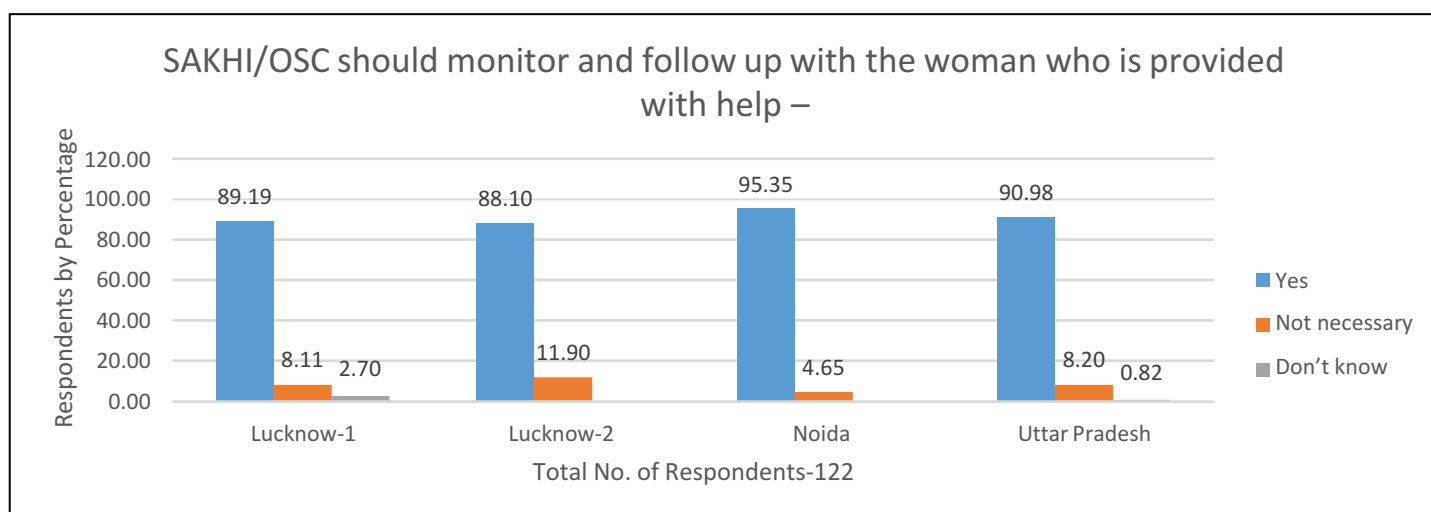
One Stop Centres –

- **Accessing the OSC support**



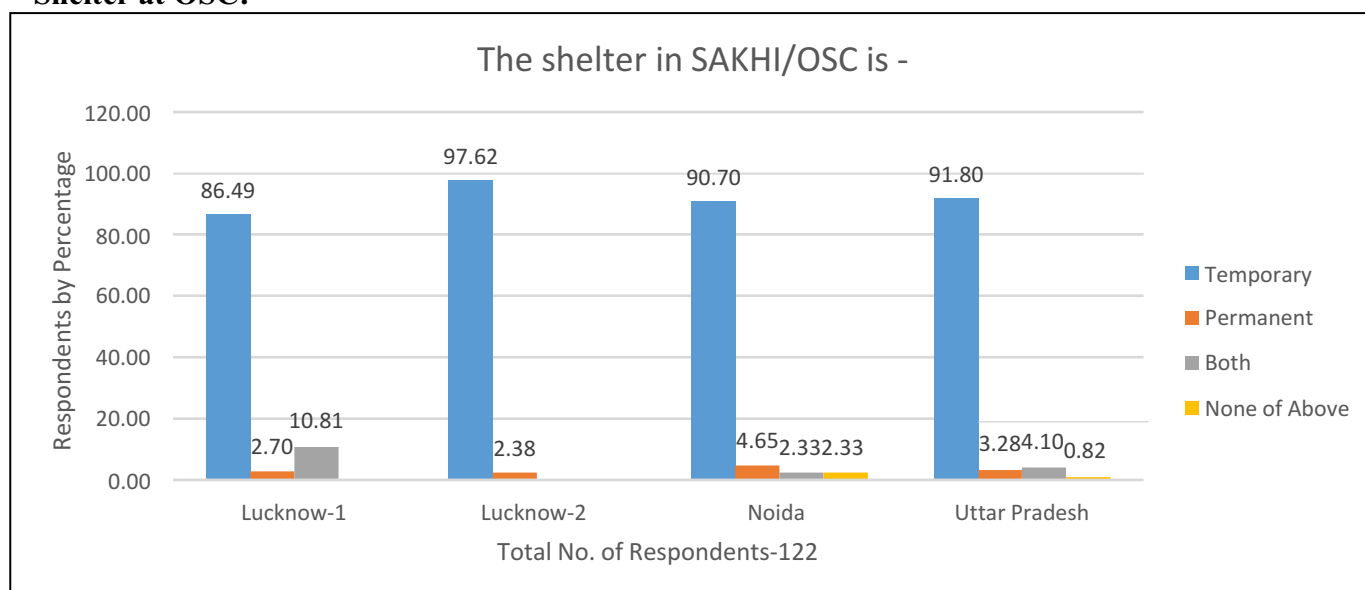
A vast majority of 91 percent participants knew the different access routes, an aggrieved women can take for support from the OSC. They were receiving complaints from the survivor as well as from others knowing or related to the survivor.

- **Monitoring and follow up**



Around 91 percent of participants understood the importance of monitoring and follow up with the women who are provided support from the OSC, showing a clear understanding of the procedures for proper case management and taking it to its logical conclusion.

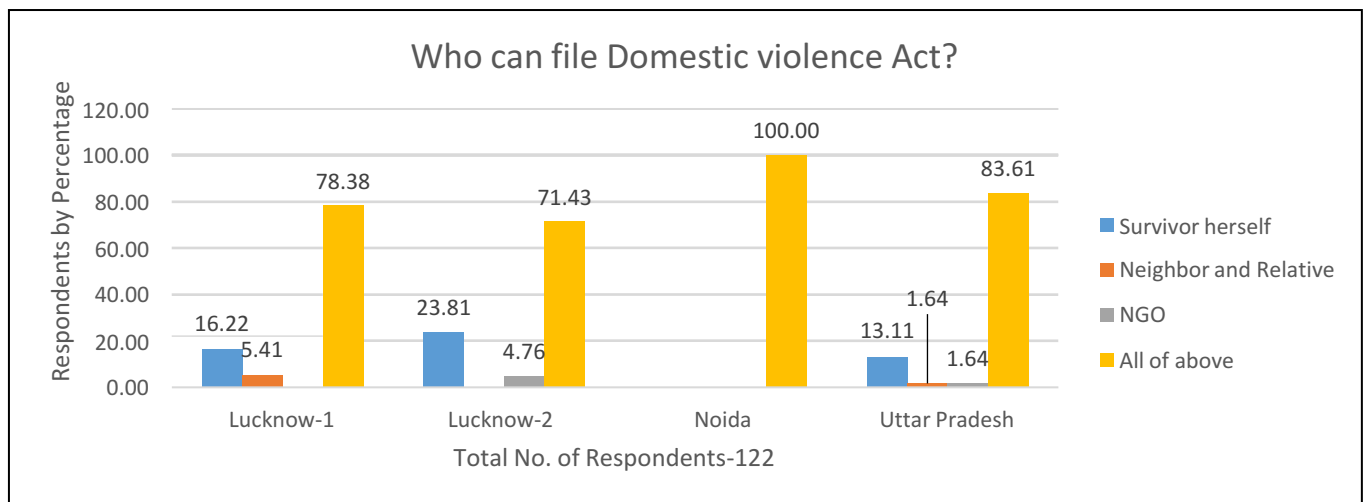
- **Shelter at OSC:**



Around 92 percent of participants had understood that the shelter in OSCs is ‘Temporary’ in nature and they had to coordinate with NGOs and other departments, in case a woman needed shelter for beyond 4-5 days.

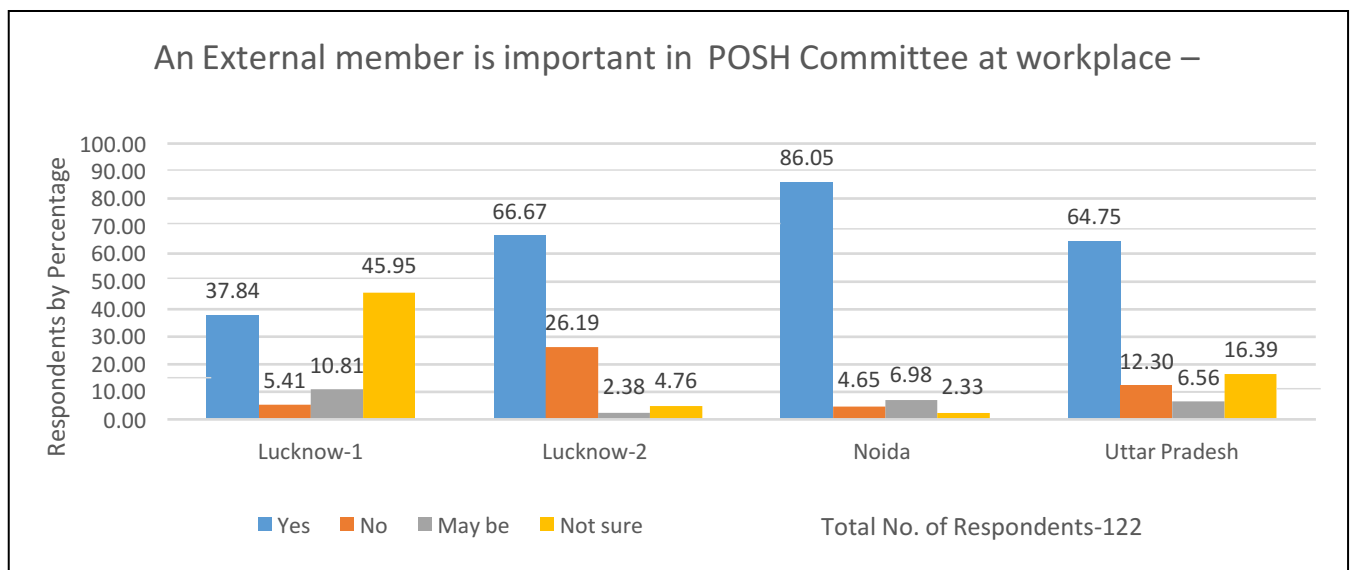
b) Legislations related to GBV –

- **Domestic Violence Act:**



Around 84 percent of participants knew that domestic violence complaint could be filed by any person known to the survivor. The teams at the workshop held in Noida knew it better than the ones held at Lucknow.

- **POSH Committee:**

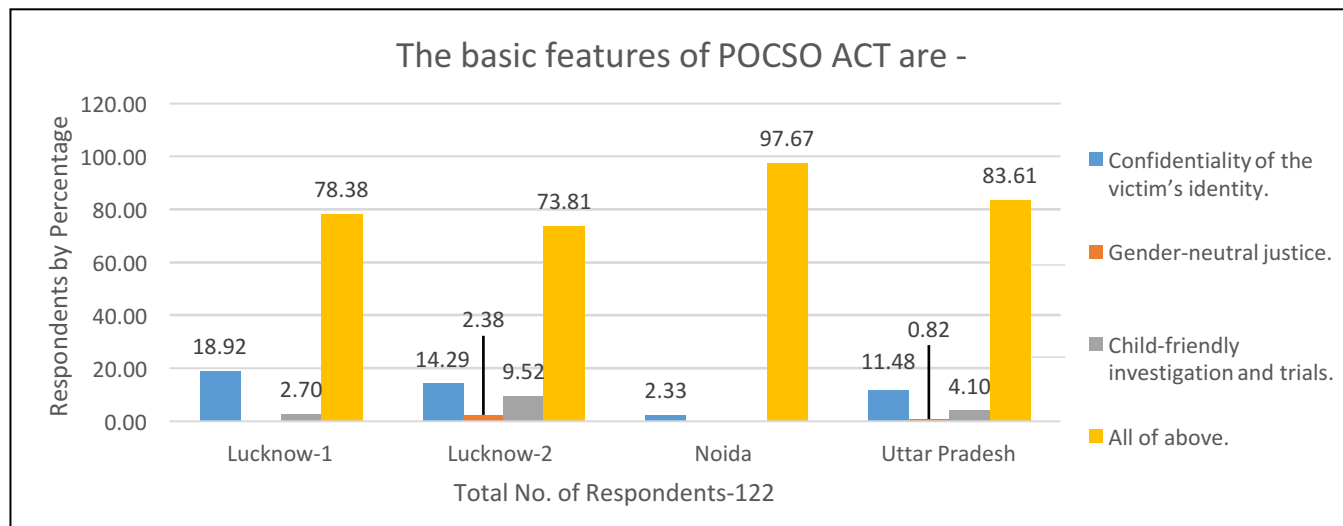


The participants understood the importance of having an external member in a POSH Committee at workplaces.

At the first Lucknow workshop, 37.84% of the respondents answered ‘Yes’ and 45.95% answered with a ‘Not sure’. At the second workshop, 66.67% answered ‘Yes’ and 26.19% answered ‘No’. At the Noida workshop, 86.05% answered ‘Yes’.

The state average came out to be 64.75% of respondents that answered ‘Yes’ in the assessment questionnaire. This data shows that 45.25% of the total respondents were not aware of the composition and functioning of the POSH Committee at workshop.

- **POCSO Act :**



The majority of the participants knew the POCSO Act. They knew that POCSO is based on gender neutral justice and comprises child friendly investigation and trials. Also that it has to maintain the confidentiality of the victim's identity.

Annexure VIII: List of potential women trainers

During the workshops, we identified a few women who were active and forthcoming during the workshops. They were quite vocal on related issues and showed leadership qualities. They were enthusiastic to learn and were motivated to improve their work. They can be trained further to impart training to other stakeholders. The names of these participants have been provided below:-

S.No.	Name of the participant	Designation / Post	Name of the district
A. PUNJAB			
1.	Sandeep Kaur	Centre Administrator, OSC	Jalandhar
2.	Preeti Sharma	Centre Administrator, OSC	Amritsar
3.	Anita Kumari	Centre Administrator, OSC	Tarn Taran
4.	Gurmeet Kaur	Counsellor, OSC	Ferozepur
5.	Ritu Palta	Centre Administrator, OSC	Ferozepur
6.	Manjinder Kaur	Para Legal Lawyer, OSC	Ferozepur
7.	Gauri Sachdeva	Centre Administrator, OSC	Fazilka
8.	Rajni Bala	Centre Administrator, OSC	Fatehgarh Sahib

9.	Gurvinder Kaur	Counsellor, OSC	Bathinda
10.	Rabneet Kaur	Centre Administrator, OSC	Ludhiana
11.	Anupriya	Case worker, OSC	Ludhiana
12.	Sukhveer Kaur	Case worker, OSC	Ludhiana
13.	Bhupender Kaur	Case worker, OSC	Shri Mukatsar Sahib
B. TAMIL NADU			
1.	Premalatha	Centre Administrator, OSC	Madurai
2.	Janet	Empanelled Lawyer, OSC	Dindigul
3.	N. Sridevi	Case worker, OSC	Villupurum
4.	R. Rajeshwari	Case worker, OSC	Villupurum
5.	R. Manju	Case worker, OSC	Vellore
6.	Parithra R.	Senior Counsellor, OSC	Chennai
7.	S. Pothilakshmi	Family Counsellor, Mass Welfare Association, NGO	Cheyyar
8.	Fathima Sneha	Counsellor, OSC	Villupurum
9.	Durga B.	Family Counsellor, FCC	Tambaram, Chennai
10.	G. Ayshwarya	Case worker, OSC	Madurai
11.	C. Divatha	Case worker, OSC	Madurai
C. UTTAR PRADESH			
1.	Anam Akasha	Women Welfare Officer, currently In-charge OSC	Firozabad
2.	ChandBi	Centre Administrator, OSC	Rampur
3.	Nidhi Malik	Centre Administrator, OSC	Ghaziabad
4.	Archana Singh	Centre Administrator, OSC	Lucknow
5.	Garima Sharma	Case worker, OSC	Etah
6.	Princy Saxena	Case worker, OSC	Bareilly
7.	Nidhi Sachan	Centre Administrator, OSC	Kanpur Dehat
8.	Rashmi Chaturvedi	Centre Administrator, OSC	Khiri
9.	Rachna Katiyar	Centre Administrator, OSC	Behraich

10.	Gayatri Devi	Centre Administrator, OSC	Amethi
11.	Gajala	Centre Administrator, OSC	Shamli

Annexure VIII: Links for pictures and videos

Below are the month wise Google drive links for pictures and videos of the workshops conducted during the months of September, October and November across the states of Punjab, Tamil Nadu and Uttar Pradesh.

1. September Workshops -

[https://drive.google.com/drive/folders/1AHo19XvG8hJ77S4yITYbVezA14m-wS0?usp=share link](https://drive.google.com/drive/folders/1AHo19XvG8hJ77S4yITYbVezA14m-wS0?usp=share_link)

2. October Workshops -

[https://drive.google.com/drive/folders/1AL32p0s9UL_pVUvXkvU9UyM9U0Y7fupC?usp=share link](https://drive.google.com/drive/folders/1AL32p0s9UL_pVUvXkvU9UyM9U0Y7fupC?usp=share_link)

3. November Workshop -

[https://drive.google.com/drive/folders/1n0e_kiOkSXE_ErOfx0snUDAobWBSAanu?usp=share link](https://drive.google.com/drive/folders/1n0e_kiOkSXE_ErOfx0snUDAobWBSAanu?usp=share_link)

4. Jalandhar State Event -

[https://drive.google.com/drive/folders/1GdnhrweOPwHeqbkTp2Uk4XuU1fHu_d8X?usp=share link](https://drive.google.com/drive/folders/1GdnhrweOPwHeqbkTp2Uk4XuU1fHu_d8X?usp=share_link)

Annexure IX: Media coverage of training program –

Workshop sensitises women's shelter staff on gender violence

Ashni Dhaor

ashni.dhaor@hindustantimes.com

NOIDA: A two-day workshop was held in Noida for personnel deployed at the One Stop Centres (OSC), popularly known as Sakhi, across 18 districts of western Uttar Pradesh on Wednesday and Thursday.

Sakhis support women affected by any sort of violence with specialised services such as medical, legal and counselling assistance. It also acts as a temporary shelter for women who may have escaped violence at home and do not have any other place to go till the time a safe home is provided to them.

According to the Gautam Budh Nagar district probationary officer (DPO), the women and child development department of Uttar Pradesh government directed the workshop in a letter to the DPOs of 20 districts



The personnel were trained in how to address survivors, case management, providing support.

MALA BHANDARI,
founder, Sadrag NGO

on November 4, of which 18 participated. The districts included Moradabad, Bijnor, Rampur, Amroha, Sambhal, Meerut, Bulandshahr, Ghaziabad, Hapur, Baghpat, Gautam Budh Nagar, Saharanpur, Muzaffarnagar, Shamli, Agra, Mainpuri, Mathura, Firozabad, Kasganj and Auraiya. "The workshop was held in Sector 62 and was carried out by personnel of Noida-based non-governmental organization

(NGO) Sadrag (Social Action and Development Research Action Group) and UN Women, New Delhi. These personnel are the first responders to victims coming to the centre and hence sensitising them about gender-based violence, how to approach the victim and how to assist them, is of prime importance," said Atul Soni, Gautam Budh Nagar DPO.

Mala Bhandari, founder of Sadrag NGO, said, "The personnel were trained in how to address the survivors, case management, providing support through coordination with other departments such as medical, legal state authorities and police," Bhandari said.

DPO Soni said on an average, OSCs provide assistance to 30 to 40 women on a monthly basis. "Usually, NGOs and police personnel guide such victims to come to the OSC", he said.

ਇੱਕ ਰੋਜ਼ਾ ਵਰਕਸ਼ਾਪ ਕਰਵਾਈ

ਸੁਖਨਾਮ ਬਠਿੰਡਾ, 12 ਅਕਤੂਬਰ। ਉਪ-ਮੰਡਲ ਮੇਜਿਸਟ੍ਰੇਟ ਮੇਡਮ ਇਨਾਯਤ ਦੀ ਪ੍ਰਧਾਨਗੀ ਹੇਠ ਯੂਐਨ ਵੂਮੈਨ ਇੰਟਰਨੈਸ਼ਨਲ ਆਰਗੇਨਾਈਜ਼ੇਸ਼ਨ ਤੇ ਸੋਸ਼ਲ ਐਂਡ ਡਿਵੈਲਪਮੈਂਟ ਰਿਸਰਚ ਤੇ ਐਜੂਕੇਸ਼ਨ ਗਰੁੱਪ ਦੇ ਸਹਿਯੋਗ ਨਾਲ ਜ਼ਿਲ੍ਹਾ ਬਠਿੰਡਾ, ਮਾਨਸਾ ਤੇ ਸ਼੍ਰੀ ਮੁਕਤਸਰ ਸਾਹਿਬ ਦੇ ਸਖੀ ਸੈਂਟਰ ਦਾ ਸਟਾਫ਼, ਸਮੂਹ ਬਾਲ ਵਿਕਾਸ ਪ੍ਰੋਜੈਕਟ ਅਫ਼ਸਰ, ਜ਼ਿਲ੍ਹਾ ਬਾਲ ਸੁਰੱਖਿਆ ਦਫ਼ਤਰ, ਬਾਲ ਡਲਾਈ ਕਮੇਟੀ, ਪੁਲਿਸ ਤੇ ਜੁਵੇਨਾਇਲ ਜਸਟਿਸ ਬੋਰਡ ਦੇ ਕਰਮਚਾਰੀਆਂ ਨੂੰ ਸਿਵਲ ਲਾਈਨ ਕਲੱਬ ਬਠਿੰਡਾ ਵਿਖੇ ਟ੍ਰੇਨਿੰਗ ਦਿੱਤੀ ਗਈ। ਇਸ ਮੌਕੇ ਜ਼ਿਲ੍ਹਾ ਬਾਲ ਸੁਰੱਖਿਆ ਅਫ਼ਸਰ ਰਵਨੀਤ ਸਿੰਘ ਵੱਲੋਂ ਵਨ ਸਟਾਪ ਸੈਂਟਰ ਦੀਆਂ ਸਕੀਮਾਂ ਬਾਰੇ ਜਾਣੂ ਕਰਵਾਇਆ ਗਿਆ। ਡਿਪਟੀ ਸੁਪਰਡੈਂਟ ਆਫ਼ ਪੁਲਿਸ ਮੇਡਮ ਹੀਨਾ ਗੁਪਤਾ ਵੱਲੋਂ ਪੀੜਤ ਔਰਤਾਂ ਨੂੰ ਪੂਰਾ ਸਹਿਯੋਗ ਦੇਣ ਬਾਰੇ ਭਰੋਸਾ ਦਿੱਤਾ ਗਿਆ ਤੇ ਸੀਜੀਐਮ-ਕਮ-ਸਕੱਤਰ ਜ਼ਿਲ੍ਹਾ ਕਾਨੂੰਨੀ ਸੇਵਾਵਾਂ ਅਥਾਰਟੀ ਸੁਰੇਸ਼ ਕੁਮਾਰ ਵੱਲੋਂ ਔਰਤਾਂ ਦੇ ਹੱਕਾਂ ਲਈ ਬਣਾਏ ਗਏ ਕਾਨੂੰਨਾਂ ਬਾਰੇ ਦੱਸਿਆ ਗਿਆ।

Hindustan Times

Noida, 11th November 2022

Ludhiana, 12th October 2022

- An interaction with Dr mala bhandari, Director, SADRAG at Ludhiana, 10 October 2022

Link: <https://youtu.be/1VcLRDd8dJc>

वन स्टॉप सखी सेंटर व संबंधित पदाधिकारियों के लिए एक दिवसीय कार्यशाला आयोजित

भास्कर न्यूज़ | फिरोजपुर

खेमनार को शहर के एक निजी रिसॉर्ट में वृत्त खेमनार एनजीओ की ओर से सारल एंड डिजिटल रिसॉर्ट एंड एक्शन ग्रुप के सहयोग से वन स्टॉप सखी सेंटर व संबंधित पदाधिकारियों के लिए एक दिवसीय कार्यशाला का आयोजन किया गया। यह कार्यशाला जेंडर रिस्पॉन्सिव कोविड-19 रिकवरी विषय पर आयोजित की गई, जिसमें तीन जिलों के संबंधित पदाधिकारियों व कर्मचारियों ने भाग लिया। इस कार्यशाला में सखी सेंटर की डायरेक्टर डॉ. माला भंडारी विशेष तौर पर उपस्थित हुईं जिनने इस कार्यशाला में उपस्थित जनों को प्रशिक्षण दिया। कार्यशाला में फिरोजपुर, फजिल्का व फरीकोट के डीपीओ, सीडीपीओ, आईसीडीएस के अंगन सूरवाहज, वन स्टॉप सखी सेंटर का स्टाफ, डीसीपीयू यूनिट का स्टाफ, सीसीआई के अधीनस्थ



कार्यशाला में डॉ. माला भंडारी व अन्य सदस्य।

स्टाफ, पुलिस, स्वास्थ्य विभाग व लीगल सर्विसेज से एक-एक कर्मी, सीडनस्पसी सदस्य व स्टाफ के अलावा जेजेबी सदस्य व स्टाफ उपस्थित रहा। इस दौरान सखी सेंटर की डायरेक्टर डॉ. माला भंडारी ने कार्यशाला में उपस्थित कर्मियों से उन्हें अपने कार्य के दौरान आ रही समस्याओं के बारे में पूछा व उनके निदान का तरीका बताया। इस दौरान उन्होंने कर्मियों को जेंडर आधारित

हिंसा के बारे में विस्तार से बताया। उन्होंने कहा कि सखी वन स्टॉप सेंटर दुर्व्यवहार व हिंसा की स्थितियों में महिलाओं के लिए है। सखी हिंसा से प्रभावित महिलाओं को कई प्रकार की सेवाएं व सहायता प्रदान करती है। उन्होंने स्टॉफ सदस्यों को भूमिका व जिम्मेदारियों के बारे में प्रेरित किया। उन्होंने स्टाफ को प्रेरित करते हुए कहा कि सेंटर में पहुंचने वाली पीड़ित महिला की बात

धैर्यपूर्वक सुनें। वेब आधारित प्रश्नोत्तर प्रणाली में मामला दर्ज करें। संबंधित अधिकारी को संदेश भेजें। महिला की सहायता के लिए विभिन्न विभागों के साथ समन्वय करें। शिक्कत का ठीक से दस्तावेजीकरण करें। इस दौरान पुलिस सुविधा अधिकारी की भूमिका, पैप लीगल कर्मिक वकील की भूमिका, काउंसलर की भूमिका, आईटी स्टॉफ की भूमिका, बहुउद्देशीय हेलप की भूमिका व सुख गाई की भूमिका संबंधी जानकारी दी। कार्यशाला के दौरान जिला प्रोग्राम अधिकारी रत्नदीप संधू, सखी वन स्टॉप सेंटर एडमिनिस्ट्रेटर रीतू पलटा, सखी प्रोग्राम मैनेजर अद्वान उस्मान, अडिस्ट्रेट प्रोफेसर सेथा भट्ट, सखी सेंटर से स्टॉफ अमित वोहरा व मनीषा कौर के अलावा 3 जिलों से पहुंचे संबंधित विभागों के कर्मियों व पदाधिकारियों मौजूद रहे।

महिलाओं को उनके अधिकारों के प्रति किया जागरूक

दैनिक जागरण

जागरण सवाददाता, बठिंडा: जिला बठिंडा, मानसा व श्री मुक्तसर साहिब के सखी केंद्र के कर्मचारी, समूह बाल विकास परियोजना अधिकारी, जिला बाल संरक्षण कार्यालय, बाल कल्याण समिति, पुलिस एवं किशोर न्याय बोर्ड के कर्मचारी महिला अंतर्राष्ट्रीय संगठन एवं सामाजिक एवं विकास अनुसंधान एवं शिक्षा समूह के सहयोग से सिविल लाइन क्लब बठिंडा में शिविर का आयोजन किया गया। इस अवसर पर जिला बाल

संरक्षण अधिकारी रवनीत सिद्ध ने वन स्टॉप सेंटर की योजनाओं की जानकारी दी। यहां पुलिस उपाधीक्षक हीना गुप्ता, सीजेएम-कम-सचिव जिला कानूनी सेवाएं अथारिटी सुरेश कुमार, ज्योति सेठ, कार्यक्रम प्रबंधक अंधना आशिमानो, बाल विकास परियोजना अधिकारी संगत सुनीता मितल, बाल विकास परियोजना अधिकारी बठिंडा उषा रानी, बाल विकास परियोजना अधिकारी रामपुरा फूल खुरवीर कौर आदि उपस्थित थे।



सखी सेंटर में महिलाओं को मिलने वाली योजनाओं की जानकारी देने के लिए लगाए गए कैप में मौजूद महिलाएं व अधिकारी।

Dainik Bhaskar
Ferozepur, 4th October 2022

Dainik Jagaran
Gurdaspur, 1st October 2022