Progress Report for 2018

Integrated System of Universal Women Helpline (181) and Sakhi – One Stop Centres in Jammu & Kashmir

A Summary of Learnings and Case Studies by the Aman Movement
After the massive public outpouring of anger and outrage that broke in the aftermath of the ghastly rape and murder of ‘Nirbhaya’ in December 2012, the Union Ministry of Women & Child Development moved beyond fire fighting to design a far sighted & a holistic response. Two integrated schemes, namely the Universal Women Helpline (181) & One Stop Centres (WHL/OSC) were launched to protect the human rights of women & to help India achieve her vital Sustainable Development Goal of ‘Promoting Equality & Empowerment of Women’. These schemes are implemented by the Department of Social Welfare in Jammu and Kashmir. The department has chosen the Aman Movement as implementing partner for 181 Women helpline & Sakhi - one stop centres of Jammu, Srinagar & Leh.

The schemes provide women with (i) Access to Justice (ii) Access to government administration and (iii) Access to welfare. Stories of 16 women narrated in this report, out of roughly 1000 stories of women who sought help from us, testifies that our progress in J&K is outstanding, firm & stable. Our greatest achievement is success of our campaign on application of PWDV Act for domestic violence & in restoring faith of women in Judiciary.

We rely, heavily, on advanced Communications & Information Technology that we developed, initially for 181 - Women helpline Chhattisgarh in Raipur. The Raipur Model has been advanced in J&K to include integration with Child Line 1098, integration with NALSA’s helpline 15100, integration with knowledge centres like Women Study Centres & Legal Aid Clinics in universities. Technology is critical to the success of these schemes in J&K and hence the cover picture is inspired by technology. But this report is not about technology. It is about human experience. It is about our effort to restore equality & dignity of women in J&K. It is about our effort to restore the faith of peoples of J&K in their government & in the judiciary.

- Team, AMANMOVEMENT.ORG

PUBLISHED ON 20.03.2019
A few months ago I sought an appointment with an important person in the capital to seek her help to improve functioning of the schemes of Integrated system of Women Helpline & One Stop Centres (WHL/OSC) in all states & UT’s of India. I was only a few minutes into explaining myself when she interrupted me & told me that I must not talk to her about what can be done or what should be done. She told me, rather firmly, to talk only about what we actually do. She told me that she was busy & did not have the time to listen to my lofty rhetoric.

I responded, hurriedly, by saying that we lodge a petition of domestic violence in court under PWDV Act within a week to 10 days without referring the victim from one office to the other. We stay in contact with her on the phone & prepare her draft DIR (Domestic Incidence Report) on the phone itself. We liaise with her Protection Officer (PO) & arrange her meeting with him/her. We write the draft Petition on her behalf and arrange a lawyer from DLSA to represent her. If need arises we seek opinion and/or case law research from pro-bono lawyers and/or from College Legal Aid Clinics. We finalise her Petition & then hand it over to a PLV to get it registered in court. And then we brief the allotted DLSA panel lawyer and request him/her to appear in the case on a given date. This process takes a week to 10 days. I told her that we work on the principle of ‘Representation’ rather than the conventional system of ‘Referral’. We represent a woman in every office in the chain of a complaint or
enquiry, and our work is not restricted only to cases of domestic violence. We deal with all kinds of cases of violation of women’s rights.

She listened to me, calmer than her initial agitated state, but I could make out that she was not convinced. Her body language told me that she did not think that it was practical or possible for us to do what we claim to be doing. My few minutes of appointment with her was coming to an end & she was gesturing to me that I must leave now. Before I left I managed to tell her that we do not have an army of people working with us and neither do we have a huge budget. I told her that we have an intelligent and an innovative management system supported by a state of the art software. That is what has made the difference.

My experience with most officers that I have met, across the country, is not any different from what I have narrated above. Most of them do not believe us and most of them have not supported us. We are immensely grateful to the government of J&K for giving us an opportunity to work in the state.

We are making excellent progress in J&K. This report is a celebration of our success. This report is about innovation & technology. This report is about integration, cooperation & collaboration. This report is about passion & hope. This report is about us showing the way to the rest of the country.

Prof. Raj Kachroo
Founder - AMANMOVEMENT.ORG
Ragging must be stopped.

No scientific reason.

It is not legal.

Social awareness.

Please talk.

Prison like torture.

Who am I?

Make us friends, not victims.

Old culture.

This is not culture.

Seniors are guides.

Better ways for bonding.

Amanmovement.org
AMAN MOVEMENT

We contest the status quo & work to resolve challenges faced by social sector development of India. We work in partnership with governments of India to help them improve implementation of their social sector programs. Our contribution to the partnership is not funds but innovation in design, technology, management, monitoring etc.

We believe collaboration between NGO’s, private enterprise and government can provide solutions to toughest challenges faced by the governments of India. We do not agree with the private enterprise who create parallel programs of social sector development to that of the government through their CSR contributions. Such programs are inadequate in scale & create an undesirable impression of absolving governments of their social sector responsibility. We believe NGO’s & private enterprise should work in partnership with governments of India to strengthen government programs. We firmly believe & work on the principles of Social Value Investing, described recently in a book, published by the same name, by Columbia University.

We are a registered trust in Delhi. We came into existence in 2009 to eradicate ragging in India. We have worked with the Government of India, from the very beginning in 2009, initially to formulate laws & regulations against ragging and then to design the program for implementation of the formulated
regulations. Our partnership with the University Grants Commission of India to implement the prevention program has been a great success. We have reduced ragging in India substantially. In 2009 an estimated 42% students in 3rd level institutions of India faced ragging, ranging from very mild to severe. That number has reduced to less than 5% in 2018. After 10 years of working in eradication of ragging we are now planning to extend our work to prevention of bullying in schools.

Following the tragedy of the infamous Nirbhaya gang rape in Delhi, in 2012, we persuaded the government of India to design two integrated schemes that go beyond fire fighting to lay a solid foundation India to achieve her UN SDG of Promoting Equality & Empowerment of Women. Two integrated schemes, namely, the Universal Women Helpline (181) & One Stop Centres were launched to protect the rights of women by providing them with (i) Access to Justice (ii) Access to government administration and (iii) Access to welfare. We developed innovative system/software, now known as the Raipur Model, for meaningful implementation of these schemes. We use it in Chhattisgarh, J&K, Assam & Meghalaya. We believe, in years to come, we will make a paradigm shift in women’s rights issues in India & possibly in the entire developing world.

We also work on Judicial reform & Access to justice to poor & the marginalised; Auditing reform; Management of primary school supplementary support scheme (Sarva Shiksha Abhiyan); Legislation on flood management & dam safety and Community engagement in government schools. These programs are at different stages of implementation & some of
them are at early stages of research. We are glad to announce that very soon we will start two pilot projects, in Jammu & in Chhattisgarh, to help improve the services provided by the National Legal Services Authority of India (NALSA).

In our journey of 10 years we have seen successes & failures and pain & joy. Success & Joy far outweigh the pain & failure. I am glad I have set myself on this journey. For me it is a spiritual journey. I believe we are not born to be spectators. We are born to engage & only through engagement we can enhance our spiritual well being.

Prof. Raj Kachroo
Founder - AMANMOVEMENT.ORG
THIS WORLD BELONGS TO WOMEN.
Ministry of Women & Child Development announced two integrated schemes namely Universal Women Helpline (WHL) & One Stop Centres (OSC). These schemes were launched in 2015 to address and redress the issue of gender based violence suffered by women by providing them with vital (i) Access to Justice (ii) Access to government administration and (iii) Access to welfare. The schemes were launched to protect the human rights of women & to help India achieve her vital Sustainable Development Goal of ‘Promoting Equality & Empowerment of Women’.
WHL is a 24x7 helpline. It is established in Jammu for the state of J&K. It responds to a free phone, 3 digit number - 181. It provides a women in distress access to both emergency & non-emergency response services. OSCs are established, one in each district of J&K, to support WHL by facilitating under one roof, access to a range of services that include medical assistance in the event of violence, legal and psychological support, temporary shelter, police assistance, video conferencing to facilitate police as well as court proceedings, assistance in pursuing legal recourse/remedies and information & access to social welfare schemes of the government of J&K & those of the union government. OSC’s & WHL are designed to work in an integrated manner where access to OSC is gained through the help line number 181. Integration enables consultation, intervention & monitoring because only one case file is created for one case and the same is shared both by WHL & OSC on the web. The integrated system, referred to as WHL/OSC, is implemented in J&K by the Department of Social Welfare, Government of J&K. The schemes are supported by Implementation guidelines that provide procedures and processes for implementation of the schemes, highlighting roles/ responsibilities of various line departments and indicating monitoring and reporting formats for different levels. The schemes are well designed & adequately funded out of the Nirbhaya Fund. Several technology features have been included in the design of these schemes to ensure that mistakes made with similar schemes of the past were not repeated in these schemes. The Aman Movement has developed system/software for meaningful implementation of these schemes. The system/software is known as the Raipur Model. Integration & Web based Management Information System are two most powerful technology features that are at the core of the design of WHL/OSC and hence at the core of the design of the Raipur Model. Figure 1 is the line diagram of integration & data transmission between WHL (J&K) at Jammu & 3 OSC’s of Jammu, Srinagar & Leh & Child Line Reasi & between the state data centre.
at Jammu, National data centre at Gurgaon & between cloud servers. The remaining 19 OSC’s of J&K are not integrated with WHL Jammu because 14 of these 19 OSC’s are not operational yet & the remaining 5 are implemented by agencies, other than the Aman Movement, who do not have access to the technology for integration.

Figure 1: Data Transmission & Integration
Diagram of WHL/ OSC in J&K
The Raipur Model is a system/software that has been designed & developed by the Aman Movement to satisfy technology requirements of the schemes of WHL & OSC. Work on Raipur Model started in 2013/2014 during the pilot phase of these schemes in Raipur, Chhattisgarh. The development of the model is ongoing and it is likely to continue for several years to come. In the past one year in J&K the Raipur model has been advanced, substantially, in terms of design & functionality.
The flow diagram of Raipur Model, as in J&K, is in Figure 2. We are working to modify the Raipur Model to enable integration of NALSA helpline 15100 & Child line 1098 with the women helpline 181. We are working to modify the Raipur Model to integrate, through web technology, Women Study Centres, Pro bono lawyers, Legal Aid Clinics of colleges, Legal Aid clinics of SLSA/ DLSA/ TLSA, Para Legal Volunteers, Mahila Shakti Kendras, Family Counselling Centres, Volunteering junior lawyers etc. The State Legal Desk & the State Social Welfare Desk are being modified to become fully functional independent management systems capable of supporting all three help lines, namely, WHL/OSC (181); NALSA helpline 15100 and Child line 1098. We have started a Pilot project for integration of 1098 - Child line, in Reasi District of J&K with WHL J&K. The contact centre of NALSA legal Aid helpline 15100 will start working shortly. We are in advanced discussions with the University of Jammu and with the Central University of Jammu to integrate their Women Study Centre & the Department of Social work, respectively, with the network of 181, 15100 & 1098.

Design & software details of the advanced version of the Raipur Model are not included in this report except to say that the model caters to the requirements of Women helpline 181; NALSA helpline 15100 and Child line 1098. The previous version was restricted only to women helpline 181.

The Raipur Model is packed with features such as (i) Ability to conduct internal quality audit & provide real time advise to case workers. (ii) Ability to take feedback on closed cases. (iii) Hardware based panic button on mobile phones for GPS/GIS based tracking. (iv) Ability to assist the doctor to prepare a Forensic Medical Examination report as per protocol of sexual violence (v) Ability to prepare a DIR in the case of Domestic violence. (vi) Training videos for training of call operators & case workers. (vii) Complete module on access to Justice with ability to integrate with the web portal of NALSA for allotment of lawyers, (viii) Decision support system to provide access to social welfare schemes (ix) Complete module
on integration with Women Study Centres of universities (x)
Ability to create an extensive set of reports (xi) Module on performance evaluation (xi) Module on integration of College Legal Aid clinics; Pro bono Lawyers, PLV’s etc. (xii) Complete module on creation of Resources Directory including data of community workers like Anganwadi & Asha workers. (xiii) Archiving of case data & CCTV footage. (xiv) Integration with Child line 1098 (xv) Complete Human Resources Management system for calculation of salaries, ESI & EPF calculations & submission, leave entitlements, shift management etc. (xvi) Complete awareness module with ability to send mass eMail & mass SMS and mass Phone calling with pre recorded messages. The Raipur Model has a decentralised financial management system where each payment request is made by the manager of each WHL and/or OSC & payments are made and details are uploaded on the web together with cheque numbers, recipient’s details & scanned copies of receipts. Bank account reconciliation is done continuously & Statement of Expenditure (SOE), Utilisation Certificates (UC) & monthly, quarterly & annual financial reports are generated & uploaded on the web on due dates. These features are on www.181india.in in 12 modules, namely, Data Analysis, Women Study Centres; Feed Back analysis; performance evaluation; Legal Aid Clinics, Family Counselling Centres; Child Line 1098; HR Management; Networking & Software Maintenance; Training; Data Archiving & Fund Management. A diagram of www.181india.in is in Figure 3.

The success of the Raipur Model has been acknowledged by the Ministry of Women & Child Development & by National Informatics Centre. Both have recommended to all states & union Territories to use the Raipur Model. But unfortunately that has not happened. Besides Chhattisgarh only J&K, Assam & Meghalaya use Raipur Model and that too only partially. In J&K the model is used only at WHL Jammu & 3 OSC’s of Srinagar, Leh & Jammu.
Figure 2: Flow Diagram of the Raipur Model as applied in J&K
Sixteen stories narrated in this report along with data presented through six tables, testifies that our progress in J&K is outstanding, firm & stable. We have made significant achievements, in a short period of 16 months despite operating only with 3 OSC’s of Srinagar, Leh & Jammu. Our campaign on domestic violence is a success. We have prepared 110 DIR’s, written 92 petitions under PWDVA, sought lawyers, mainly from DLSA, for 74 cases in 6 months. We treat each case with exceptional care, consideration and sympathy. We are patient & persistent. We stand by the side of women victims of violence to help them stand tall and live with dignity. Our experience in Jammu & Kashmir has been extremely satisfying.
In this report we have refrained from using statistics, bar charts & Pie charts. Instead we have chosen 16 stories to convey our experience. Of these the first 3 stories are of Sexual Violence (no’s 2 & 3) including one of POCSO (no. 1). The next 2 stories (no’s 4 and 5) are that of illegal confinement by parents. We have chosen one story each of Child Marriage (no. 6), Divorce (no. 9) & Cyber Crime (no.7). We have chosen 4 stories (no’s 10 to 13) of Domestic violence. We have chosen one story (no. 14) from Child Line Reasi. Our story (no. 15), under the miscellaneous category, comprises of 2 short stories. And similarly our story under the category of Social Welfare (no. 8) comprises 2 short stories. The last story (no. 16) is of domestic violence but with many facets.

So far the government of J&K has not advertised the women helpline number 181 in the state. The little awareness that has been created for 181 was done by the staff of WHL themselves. We called roughly 30,000 Anganwadi workers & about 12,000 Asha workers & informed them about WHL 181. We have two community workers in Srinagar who advertise the helpline in Srinagar. We do not have corresponding staff in Jammu or in any other district.

In our 16 months of operation, we have received roughly 67,000 calls and registered 967 cases (as in Table 1). We have registered a total of 771 cases under the category of Access to Government & Access to Justice, i.e., roughly 3 cases every 2 days and a total of 196 cases under the category of Access to Welfare, roughly one case every 2 days. The details are in Table 2. In years to come the number of cases registered will increase substantially but we are ready to handle the increase. We have provided different kinds of services to those women who have sought help from us for Access to Government services. The distribution is in Table 3. From the spatial distribution of cases, in Table 4, one can see most cases are registered from Jammu & its surrounding districts & from Srinagar & its surrounding. It seems no body knows about 181 WHL in Kargil & in Leh. There is clearly a need for an advertisement campaign across the state.
### Table 1: Classification of calls received by 181 WHL (J&K) between 1st October 2017 until end of January 2019

<table>
<thead>
<tr>
<th>Period</th>
<th>Calls Received</th>
<th>Cases Registered</th>
<th>Enquiry of Registered Cases</th>
<th>Irrelevant, Blank, Obscene etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st October to 31st December 2017</td>
<td>3736</td>
<td>34</td>
<td>60</td>
<td>3642</td>
</tr>
<tr>
<td>Year 2018</td>
<td>60282</td>
<td>887</td>
<td>8730</td>
<td>50665</td>
</tr>
<tr>
<td>January 2019</td>
<td>3702</td>
<td>46</td>
<td>899</td>
<td>2757</td>
</tr>
<tr>
<td>Total</td>
<td>67720</td>
<td>967</td>
<td>9689</td>
<td>57064</td>
</tr>
</tbody>
</table>

### Table 2: Type of support sought from WHL (J&K) by women in Distress from 1st October 2017 to end of January 2019.

<table>
<thead>
<tr>
<th>Nature of Support</th>
<th>No. of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Registration of FIR: Cases referred to Police for filing of FIR. (In most cases FIR was denied but the request was converted into a complaint)</td>
<td>233</td>
</tr>
<tr>
<td>2. Cases referred for counselling in FCCs</td>
<td>40</td>
</tr>
<tr>
<td>3. Referred for Shelter/ Swadhaar Greh</td>
<td>8</td>
</tr>
<tr>
<td>4. Cases that required emergency help</td>
<td>32</td>
</tr>
<tr>
<td>5. Referred for medical examination/ medical help</td>
<td>24</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>337</strong></td>
</tr>
</tbody>
</table>

### Table 3: Nature of support sought by women seeking help from WHL (J&K) from 1st October 2017 to end of January 2019.

<table>
<thead>
<tr>
<th>Nature of Support</th>
<th>No. of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. For Administration Support including Legal Support cases (B below).</td>
<td>771</td>
</tr>
<tr>
<td>2. For Legal Support (Out of A above )</td>
<td>290</td>
</tr>
<tr>
<td>3. For Welfare Support</td>
<td>196</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>967</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cases Closed as of end January 2019</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A. For Administration Support including Legal Support cases (B below).</td>
<td>137</td>
</tr>
<tr>
<td>B. For Legal Support (Out of A above )</td>
<td>42</td>
</tr>
<tr>
<td>C. For Welfare Support</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>179</strong></td>
</tr>
</tbody>
</table>
Figure 3: Main elements of the website
www.181india.in
A YEAR OF THE AMAN MOVEMENT IN JAMMU & KASHMIR

<table>
<thead>
<tr>
<th>S.No.</th>
<th>District Name</th>
<th>Total no. of Cases</th>
<th>Administration Support</th>
<th>Legal Support</th>
<th>Welfare Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jammu, Kathua, Reasi, Samba</td>
<td>366</td>
<td>310</td>
<td>94</td>
<td>56</td>
</tr>
<tr>
<td>2</td>
<td>Srinagar, Budgam, Ganderbal, Kulgam</td>
<td>232</td>
<td>167</td>
<td>76</td>
<td>65</td>
</tr>
<tr>
<td>3</td>
<td>Bandipora, Baramulla, Kupwara</td>
<td>175</td>
<td>133</td>
<td>61</td>
<td>42</td>
</tr>
<tr>
<td>4</td>
<td>Kishtwar, Poonch, Rajouri</td>
<td>75</td>
<td>263</td>
<td>27</td>
<td>12</td>
</tr>
<tr>
<td>5</td>
<td>Anantnag, Pulwama, Shopian</td>
<td>65</td>
<td>51</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>6</td>
<td>Doda, Ramban, Udhampur</td>
<td>44</td>
<td>39</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>Kargil, Leh</td>
<td>7</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>Cases of other states</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>967</strong></td>
<td><strong>771</strong></td>
<td><strong>290</strong></td>
<td><strong>196</strong></td>
</tr>
</tbody>
</table>

Table 4: Spatial distribution of cases registered by WHL (J&K) from 1st October 2017 to end of January 2019.

Our first story, no.1, is that of a mother from Rajouri whose minor daughter was raped by her daughter’s friend’s brother. We have chosen this story to express our concern about the lack of awareness & training of police officers dealing with sensitive issues such as rape of a minor. In this case the police filed an FIR but did not take the survivor for medical examination soon after the victim was recovered from the location of crime. The police did not ensure that the victim’s clothes were sealed for forensic medical examination. The mother, who is a daily wage labourer, did not know any better. She washed the victim & her clothes without wasting any time.

Our story 2 is that of rape of a girl from a conservative locality of Baramulla. The accused was her neighbour & a relative. The victim was extremely worried about confidentiality. We arranged a meeting of the victim with the police officers in civilian clothes in public space and used her recorded statement with 181 to file the complaint. The police were extremely cooperative. The girl’s parents & the neighbourhood got to know about the incident only after the accused was arrested.
STORY 1: POCSO

Rajouri | Case No. JK-652-W

We received a call saying that a minor was raped by a major. The complainant told us that the minor sister of the accused had taken the victim to her home because the two girls were friends. When the victim did not return home for a couple of days the mother of the victim got worried & reported the matter to the police. The police recovered the victim from the house of the accused. The mother got to know that she was raped. The police registered an FIR on the same day u/s 376 but did not take the victim for medical examination. The police did not seal her clothes for forensic examination or inform the Child Welfare Committee or register the case under POCSO. The victim was taken for medical examination the following day. In the mean time her mother had washed all her clothes. Police had not told her not to wash her clothes.

After we registered the case we insisted on following the guidelines & the protocol. We informed the matter to Child Welfare Committee and requested for procedural action. We requested the police to register the matter under POCSO and IPC 342 because the victim was also under illegal confinement. We ensured that the police took the victim to the magistrate for her statement u/s 164. We ensured that the victim mentioned in her statement of 164 that she did not know that she had to preserve her clothes for forensic examination. We also brought it to the notice of CWC.

We referred the matter to OSC Rajouri with a request to provide ground support to the victim & her mother. OSC Rajouri was not very cooperative. They insisted that the mother of the victim must come to them at the premises of OSC if she wanted any support from them. We made the OSC to understand that the mother of the victim was a daily wage laborer who did not have the resources to come, all the time, physically to OSC to seek help. The mother of the survivor stayed in regular contact with us and kept us updated about everything. She told us that different
sets of groups had come to her home to offer compromise. We brought the matter of compromise to the notice of the police, OSC and CWC to create deterrence and to take action against those who had disclosed the identity of the rape victim. The victim saw some interim relief in the matter but police refused to register the complaint against the said charges saying that they would register the complaint only if the mother of the survivor reported the matter to them. We requested OSC to intervene but there was no outcome. We informed the mother of the survivor that she had a right to get copy of her daughter’s medical report from the concerned hospital. When she went to the hospital to get the report the concerned authority sent her back saying that they do not share medical reports with anyone except for the police. We asked OSC Rajouri for help & after several follow ups the report was shared with us.

Under constant pressure from family and friends of the accused and due to negligence of the concerned authorities the mother & the victim were compelled to shift their residence to another place. The mother’s concern was schooling for her children. We requested CWC for help. They are trying to facilitate the same. The charge sheet of the case was presented in time. To ensure that justice is served we requested DLSA to provide a retainer lawyer to the victim for proper representation of her case during the trial. Unfortunately, the mother and the only parent of the survivor has become unwell and is undergoing treatment in Jammu under the care of One Stop Center Jammu. We hope she will recover soon and continue with her fight for the dignity and justice of her minor daughter.

We have chosen story 3 to express our concern for lack of guidelines for medical examination in the event of sexual violence. A girl reported that she was raped in a moving car. We advised her to go to hospital & get her medical examination done. But the doctor on duty refused to examine her saying that she had to first register her matter with the police as a MLC and
only then & at the request of the police would she examine the victim. It took lot of persuasion & arguments on our part to convince the Medical Superintendent of the hospital to order examination without first registering the case with the police.

STORY 2: RAPE

Baramulla | Case No. JK-13-W

We received a call from a distressed woman who said that she was cheated by a boy from her neighborhood by way of withdrawing his consent for marriage. The girl belonged to a poor conservative family and wanted us to help her by convincing the boy to marry her. We organized a session of counseling for the couple. But the boy did not show up. On a follow-up call the survivor opened up to tell us the true story. She said that the accused, who was her neighbor, had taken her on a drive in his car where he had raped her. Fearing that no one would marry her she did not tell the story to anyone including her own family. She struggled to convince the accused for marriage but failed. We reported the matter to SSP and insisted that he should maintain absolute confidentiality in this matter. We persuaded him to register a complaint on the basis of her audio statement that we had recorded. He deputed a DSP and a women officer in civilian clothes to meet her in a public place. They recorded her statement & organised her medical examination in absolute confidentiality. They ensured that no one got to know about the crime except the survivor and the concerned police officers. The accused was arrested. The family of the survivor came to know about the incident only after the accused was arrested.
We received a call from the survivor late in the night. She said that she was beaten by her husband and her father-in-law. She wanted us to send police to help her. The police went for emergency and medical assistance. In our follow up conversation she said that 2 days earlier, when she had called us, she had not told us the full story. She said on that day she was actually raped by her husband and his friend in a moving vehicle.

Realising the seriousness of the case we advised her to get a medical examination done immediately. She went to the hospital but the doctor on duty refused to conduct her medical examination saying that the victim had to first register a complaint with the concerned police station and only then she would conduct the examination. We tried to convince the doctor that it was not necessary for her to register the case before her medical examination but we failed to convince her. Then we advised the victim to go to the police station to get her case registered. The police refused to register her case. Instead they started to interrogate her. When we came to know about all this we contacted the concerned SP who, in turn, arranged a women SHO to handle the matter. The designated woman officer was even more insensitive and abusive. When we protested the police told us that they know their job and they will only do it their way. The victim told us that her husband had friends in the police and that is why she was not getting the co-operation of the police.

We sent a written application to the concerned SP and SSP and advised the victim to leave the police station immediately and proceed back to the hospital. She agreed to go back to the hospital. Meanwhile, we spoke with the Hospital Superintendent and explained to him that the victim was denied medical examination at the hospital which had caused her great amount of distress at the hands of the police. First he was apprehensive
about conducting the medical examination without police requisition. He told us that he might be questioned in court for performing medical examination in such an offence without police requisition. Clearly, there are no guidelines that are followed either by the police or by hospitals in J&K with regard to MLC. It was 10 in the night and we insisted that she had to get her MLC done. The hospital superintendent finally gave in & advised the doctor on duty to examine her. Her MLC was done. Later the police informed us that an FIR was also registered u/s 376 D.

We have seen in several cases that doctors in J&K do not know the procedure for examination of Medico Legal Cases. There are no guidelines available & there are no standard protocols that doctor’s must follow in such cases. While providing relief to victims is our highest priority correcting the system is equally important for us. This is what distinguishes us from grievance rederessal help lines. We work to create long lasting solutions. Keeping in with our objective to help correcting the system we are about to file a PIL in the J&K High Court praying for a direction to the government of J&K for notifying MLC guidelines & protocols both for sexual violence & for non sexual violence.

Our story 4 is that of a girl in Jammu who was confined by her parents for 5 years in her own home because she had, secretly, married a boy who belonged to a different caste than that of her parents. We filed a writ of Habeas Corpus on her behalf & got her released. In this case the lawyers of the women helpline appeared themselves in the High Court. Our story 5 is the story of a girl from Anantnag who was beaten by her family members & forcibly detained in her home. She fought for her rights vehemently. Our colleagues from One Stop Centre in Srinagar stood by her side on the ground & we at WHL moved the government administration to help her. She did not want to live in J&K.
STORY 4: ILLEGAL CONFINEMENT BY PARENTS

Jammu | Case No. JK-618-W

A girl called us to say that she was confined by her parents for 5 years and she was living under continuous threat of violence because her family had come to know about her secret marriage with a boy who belonged to a different caste to her parent's caste. She said she was subjected to torture and violence every time she would make an attempt to convince her family to accept her marriage. We reported the matter to the concerned Police Station who sent an Investigating Officer to record her statement at her home. But even after her statement was recorded the police did not rescue her. They insisted on a court order. We filed a writ of Habeas Corpus on her behalf in the Hon. High Court of Jammu for urgent listing. Our legal team appeared for the case and the same day orders were passed directing the police to produce the victim for her statement. Soon after her statement in the Hon. Court the victim was set free and united with her husband and in-laws. Her husband waited for her for 5 long years. Truly remarkable.

We arranged her flight for the destination of her choice. Our two stories of confinement, number 4 & 5, by parents are very different from each other. But both are very interesting.

Our next story, no. 6, is that of a child marriage. A women called us anonymously & informed us that a minor girl, in Jammu, was about to be married to a man of 35 years of age. We informed the Child Welfare Committee of Jammu. The committee were successful in stopping the marriage through counselling. Story no. 7 is that of cyber crime. A girl in Pulwama was harassed by the accused through uploading her obscene pictures with abusive messages on the web. Later he also tried to blackmail her and her brother. We pursued the matter rigorously with the police & got the culprit arrested from Kupwara.

We have chosen our story no. 8 to convey that WHL/OSC does not only provide
access to government & access to justice but also assists in providing access to social welfare schemes of the governments of J&K & that of the union government. Story no. 8 comprises 2 short stories. Story 8A is that of a student of law from Bandipora who had applied for a scholarship with the Social Welfare Office in Bandipora but was sent from Pillar to post for months. We perused her case with the scholarship’s office & got her the scholarship just in time before she would have had to abandon her studies. Story 8B concerns many women who were entitled to maternity benefits under Jannani Suraksha Yojna but the same was pending for one year despite the formalities being

**STORY 5: ILLEGAL CONFINEMENT BY PARENTS**

*Anantnag | Case No. JK-617-W*

A girl claimed that her family had abused her sexually, committed violence on her and forcibly confined her in her own home with intent to get her married to a person who she did not like. She had requested the local police, through an e mail, to file an FIR against the members of her family but the police did not do so. The Police rescued her from her home where she was confined but the district administration did not set her free. She was confined her in a shelter home in Anantnag where she stayed for about 4 days. The police did not get her medical examination done nor did the police go to her home to record her statement. The girl claimed that her family were conspiring to kill her because she had become a source of embarrassment for them. The girl claimed that her family was locally influential and hence did not expect any support from the local police or from the local administration.
Having lost complete trust in the local administration & the local police she had filed her complaint on the portal of the National Commission for Women & also requested a friend to move the Hon. Supreme Court for orders to get her rescued. By this time , the girl was shifted to another Nari Niketan in Srinagar. Her friend was able to get her a protection order from the Hon. Supreme Court. The National Commission of Women got her in contact with us.

On receiving the order of the Hon. Supreme Court the local Police provided her with police protection but confined her to the shelter home in Srinagar. She complained about the facilities in the shelter home and made a lot of hue & cry but still she was not set free. She wanted to go outside of J&K. Instead she was moved to another shelter home this time in Srinagar. Our colleagues from One stop Centre & the State Resources Centre for women visited her several times in the shelter home in Srinagar to give her confidence and assurance that she was not alone & she was safe. They stood by her on ground. They provided her with some basic needs that were lacking in the shelter home. In the mean time we pressed upon the administration and the police to release her from unlawful confinement. We also pressed that an FIR be lodged against the members of her family. We realized that her family must be really very influential because it took many days and much persuasion from us, at the highest levels of the Police & the administration, to get the system working in her favor. Finally she was released from the shelter home. We placed her in the One Stop Centre for a night with full police protection and finally booked a flight for her to go out of the state as per her wish. We ensured protection and ground support for her even after her departure from J&K with the help of 181 women helpline of the concerned area. We are happy to say that the survivor is safe & happy in the city of her choice and she is enjoying her life with full rights.
completed and submitted by ASHA workers to the appropriate authorities. We followed the case on their behalf with NHM until the said benefit was released in their favour.

In a conventional call centre/helpline a caller is ‘referred/directed/forwarded’ to a line department and from there she is ‘referred/directed/forwarded’ to another department & so on. We work differently. We do not refer, direct or forward a caller to a line department but we ‘represent’ her in front of all line departments. For instance, we do not ‘refer’ a matter of

**STORY 6: CHILD MARRIAGE**

*Jammu | Case No. JK-485-W*

Requesting anonymity a person called us to say that a girl, aged 15 years, was about to be married to a man of 35 years of age. She told us that the girl had a boy friend. The boy friend’s family did not like the girl & her family. They had threatened the girl’s family, who in turn, decided to discontinue the girl’s studies and proceeded to fix her marriage with an adult of 35-year of age. The marriage was to be solemnized in the next few days. We were unable to speak to the girl.

We immediately represented her case in front of the Child Welfare Committee of Jammu. After regular and systematic follow-ups with CWC and with the District Child Protection Officer, who updated us from time to time, we received a communication that a committee was constituted by the District Magistrate comprising SDM, SDPO & DCPO. The committee visited the residence of the girl several times. They were successful in convincing the family of the girl to call off her marriage for at least 3 years and let the girl continue with her studies. This was also confirmed to us by the anonymous complainant who had registered the matter with us. She was thankful for our timely help.
a women facing violence to the nearest police station but we pursue her matter, on her behalf, with the police until the matter reaches a logical conclusion, regardless of whether this process takes a day or a month or 6 months. Similarly we do not ‘refer’ a women facing domestic violence to a Protection officer to get her Domestic Incident Report (DIR) registered. We liaise with the Protection officer on her. We prepare a draft DIR and then give it to a protection officer for verification and signatures. We do not ‘Refer’ a women to DLSA’s legal Aid clinic but we draft a petition on her behalf; get it registered through a PLV & then request for a lawyer from DLSA. We brief the lawyer before he/she appears in the court.

In the Representational system, that we follow, we stand with a women in distress like her close friend or a close relative would do. We do not only listen, advice & sympathise but we also fight for her rights. We are polite but persistent. But if the situation demands that we must ‘shout’ then we do not hesitate to ‘shout’. (Of course, only rarely & only when we are left with no other option).

STORY 7: CYBER CRIME

Pulwama | Case No: JK-710-W

We registered a case of Cyber Crime where the accused was continuously harassing a girl by uploading her obscene pictures together with abusive messages on several social media groups that were shared by her brother. Then the accused started to black mail the brother & the sister. He demanded Rs. 2.5 lakh from them. The girl tried to commit suicide but survived. She was distraught & was left with no hope.

On hearing her story we consoled her, gave her confidence & made her feel as if she was talking to her own family or to a
good friend. Maintaining the confidentiality of the survivor, we immediately contacted the SHO and persuaded him to file an FIR under IT Act, on her behalf. Simultaneously, we contacted the Cyber Crime Branch of Srinagar Police to trace the location of the accused. After rigorous follow up with the police, the accused was arrested from district Kupwara. The investigations are going on and we are following the case.
STORY 8: SCHOLARSHIP

Bandipora | Case No. JK-79-SW

Story 8A: Following our outreach activity in her college a student of law called us for help. She had applied for scholarship under a scheme of the Social Welfare Department of J&K. She had fulfilled all formalities but she had not received the scholarship. She had visited the Social Welfare Office of Bandipora several times but with no success. She was very worried that if she did not get the scholarship on time then she would be forced to drop out from final year of her studies at the law school. She belonged to a poor family. We registered her case and followed up the matter on her behalf with the concerned office. It took nearly a month and a series of letters and phone communications with the concerned officer to get her the scholarship in time for her to continue with her studies.

Jammu | Case Nos. JK-45-W, JK-60-SW, JK-63-W

Story 8B: We received calls from a number of complainants on behalf of their wives who were entitled to maternity benefits under Jannani Suraksha Yojna. But the same was pending for one year despite the formalities having been completed and submitted by the concerned ASHA workers. We represented these cases in front of the National Health Mission and with regular follow-up the said benefit was released in their favor.

We have chosen our 9th story to highlight our ability to be patient and persistent. This is the story of a young girl, poor & illiterate from a remote village of Reasi. She did not have a phone. Therefore contact with her was not regular & easy. Her parents had forcibly married her to a man who was double her age. She wanted divorce and nothing short of divorce. Her parents did not agree. They would drag her & beat her and send her back to her husband. We stood by her side and arranged police, lawyers & PLV’s to help her. It took us several months to pursue the matter as she would disappear.
in between for months. Initially the parents were very aggressive but when they realised that a government system was behind her they arranged for her divorce within the community.

STORY 9: DIVORCE IN A FORCED MARRIAGE

Reasi | Case No. JK-19-W

A young woman from a remote area of district Reasi called us through someone else’s phone. She was poor and illiterate. She told us that she was forced into marriage by her parents. Her husband was double her age and would commit violence on her. When she called us she had run away from her husband’s house & was living with her parents for the past one year. But they wanted her to return to her husband’s house. She wanted to divorce him.

We requested DLSA to provide her legal representation but she did not go to the office of DLSA on the specified day. We tried to contact her but we failed to contact her as she did not have her own phone. After some time, we came to know, from her friend, that she was forcibly sent back to her husband. And then suddenly after a few days she called us again and requested for help. This time she had again run away and had taken refuge with one of her aunts. We immediately arranged a local PLV and a lawyer from DLSA to file her case in the court. But when they were about to file her case her father came along with a few men to her aunt’s house. She was beaten and then dragged and taken back to her husband. When we got this news, we contacted the local SSP and made sure that the victim was rescued and her statement was recorded. We arranged for another PLV & with the help of DLSA we prepared her petition. By now her parents had realised that she was not alone. The government of J&K was behind her. They executed her divorce within the community.
A YEAR OF THE AMAN MOVEMENT IN JAMMU & KASHMIR

THE J&K EXPERIENCE
A large number of cases remain active with WHL (J&K) compared to conventional help lines. Out of 771 cases in the category of seeking access to administration & justice only 137 were closed at the end of January 2019. And only 42 cases were closed out of 290 cases registered for Social Welfare Assistance. This poor statistics does not reflect poorly on WHL (J&K). In a conventional helpline, that follows the ‘Referral System’, a case is closed as soon as the case is handed over to the next in line department. In a ‘Representational System’, that we follow, a case remains open as long as the women who is seeking our help continues to be in distress. An uneducated & unskilled women, divorced or separated, with a couple of kids is always in distress for one reason or the other. If such a women comes in contact with us then her case will, naturally, be open for as long as she lives.

Our story number 10 is the story of one such women whose case will forever remain open. She was crying in a bus when some stranger in the bus told her to call 181. A year has passed. We are still working to help her to put her life back in some order. 181 WHL/OSC is the only friend and the relative that she has. We cannot abandon her to improve our statistics. We support her each

STORY 10: DOMESTIC VIOLENCE AND SUSTENANCE

Jammu | Case No. JK-128-W

A woman was crying in a local bus. A stranger advised her to call 181 for help. She took the advice & called us. This must be the most useful phone call she has ever made & the stranger who advised her to call us is no less than an angel for her. We are now in contact with her for several months. By now all of us know her. We have helped her with police assistance, medical assistance, assistance in education of her children, legal assistance and
time there is a crisis in her life. The system & the schemes of WHL/OSC were designed, precisely, to support women like her. That is why the word rape/crisis was removed & the word Sakhi was introduced in the name of One Stop Centres. Sakhi is neither police nor a judge nor a protection officer nor a doctor nor a government authority but a friend who will seek remedy from government authorities for her friend in distress.

provided her with moral support.

She had a love marriage. Soon after her marriage she was harassed by her in-laws and forced to move out of her matrimonial house. The couple started living on rent. Her husband used to work as a petty contractor. Failing to pay for the expenses of an independent house her husband took away her earnings. When she called us her daughter’s school fees was not paid for one year and her son at the age of 4 was still without school. As if all this was not enough her husband had developed an extra marital affair with a woman in the neighborhood. She felt cheated, betrayed and broken every day. She told us that her husband had also tried to poison her.

Then one day he threw her from his motorcycle in the middle of the night. She called us for help. We sent the police to rescue her and to provide her with medical assistance. She refused to press charges against her husband & insisted on living with him. Then a few days later when her husband did not come home she went to see him at the home of his girl friend where she was assaulted by a group of four women and one man. One of the women was her husband’s girlfriend and the remaining 4 people were her family members. Again she called us for help. We contacted the
concerned police station who took her to hospital for treatment & for MLC examination late in the night. The doctor on duty treated her for injuries & did her MLC examination but refused to admit her in the hospital for the night. We requested the doctor to let her stay for the night but she refused permission for her to stay saying that she was not allowed, by rules, to admit MLC patients unless the patient was accompanied by security guards who would stay with her through the night to protect her. We tried to convince the doctor but failed. Then we tried to convince the police to provide security guards to her who would stay with her through the night. The police officer on duty laughed at us & refused our request. The Police officer, rightly, told us that the victim was not a terrorist that he had to provide security for her in the hospital. Finally the poor girl had to be sent home. Police took her back home late in the night.

The following morning she called us and complained about excruciating pain. We called the ambulance service (102). They told us that they would go only if we would assure them that their bill would be paid once they dropped her in the hospital. We told the ambulance service that the patient had no money to pay. Finally we offered to pay on her behalf and after a long discussion & arguments the ambulance brought her back to the hospital for treatment. They seem to have waived off the bill because we have not received any bill so far.

This time we pressed charges against her husband & his girl friend. We requested the police to register a matter of assault. As soon as the police started looking for her husband he went missing for several weeks. Finally he was caught & arrested. His father came to the police station & offered a compromise. He offered that he would take responsibility of the victim and her children. The victim agreed to the terms of the compromise. But the compromise did not last for long. Within days she was forced out of her matrimonial house along with her children. At this stage we advised her to seek relief under the PWDV Act & sought her consent. We prepared her DIR with the help of her
Protection Officer and then engaged a pro-bono lawyer who filed her matter in the court. The lawyer was able to procure an order for her interim maintenance. The matter is still active. Her husband’s behavior has improved. There is no physical violence committed on her but her struggle for sustenance continues. To provide her interim support, we organized the educational expenses of both her children through an NGO and through individual sponsors. We arranged to provide her some money to help her start earning & be independent. She has been able to position herself as home parlor service. She is beginning to sustain herself and live with dignity.

Recently she called us again for help. This time she complained about some health issues. We accommodated her in Sakhi -One Stop Center Jammu for a few days until her treatment in a local hospital was over.

Out of a total of 771 cases that we have registered for combined access to government & to Justice 50% cases are that of domestic violence. The data are in Table 5. We have registered 14 cases of sexual violence that include Rape, 63 cases (roughly 8%) in the category of property disputes, quarrels etc. We have registered 38 cases each in the category of Cyber Crime, Stalking etc. & an equal number in the category of crimes against old & abandoned women etc. Children related cases, registered, were relatively low in number - 7 cases.
<table>
<thead>
<tr>
<th>Category</th>
<th>Number of cases registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Domestic Violence</td>
<td>387</td>
</tr>
<tr>
<td>2 Property disputes, quarrels &amp; dangerous attacks.</td>
<td>63</td>
</tr>
<tr>
<td>3 Crimes against Old &amp; Abandoned Women</td>
<td>38</td>
</tr>
<tr>
<td>4 Cyber Crime, Eve Teasing, Stalking etc.</td>
<td>38</td>
</tr>
<tr>
<td>5 Sexual Violence</td>
<td>14</td>
</tr>
<tr>
<td>6 Children Related</td>
<td>7</td>
</tr>
<tr>
<td>7 Others</td>
<td>224</td>
</tr>
<tr>
<td>Total</td>
<td>771</td>
</tr>
</tbody>
</table>

Table 5: Categorisation of cases registered by WHL (J&K) from 1st October 2017 to end of January 2019.

**STORY 11: DOMESTIC VIOLENCE**

*Rajouri | Case no. JK-320-W*

We received a complaint from the daughter of an elderly who informed us that her mother was a victim of domestic abuse for long time which had led her to a serious psychiatric condition. She told us that her father was a wealthy pensioner but he did not bother to take care for her mother and her siblings. The complainant daughter was settled somewhere else, in another state, after her marriage and was upset because of her father’s insensitive and violent behavior towards the members of his family. She had taken her mother for treatment with her but the mother had returned home because she did not want to live with her daughter for a long period of time. Her interference to save her mother had annoyed the father and he had become more aggressive.

When she contacted us for the first time it was an emergency. She needed police help. We convinced her to take the route of
PWDV Act. We prepared her DIR and got her consent to file a petition but soon after she withdrew her consent to go to the court and remained out of contact for some time.

Then one day she came back to us and asked us to facilitate her mother’s stay at Rajouri because her mother wanted to reconcile with her husband. We advised her that we should first obtain protection order and other necessary orders for her under Domestic Violence Act and only then she should try reconciliation. Her mother insisted that she would like to try reconciliation first. We contacted One Stop Center Rajouri for necessary assistance in terms of shelter. The OSC denied to take the responsibility of the case saying that OSC had intervened in this matter earlier and as far as they were concerned there was nothing more to be done in this case. We prepared her DIR and got it signed by the Protection Officer. Our legal team arranged a lawyer with the help of DLSA who arranged a compromise deed & got it signed by the accused in front of the magistrate with clear terms that the accused would take complete responsibility of care and treatment of the victim. It was agreed that the accused would maintain his wife and would not impose any restrictions on her speaking with her daughter and meeting other people of her choice etc. The things have improved a lot and physical violence has stopped completely. We have kept the matter under watch and observation.

DOMESTIC VIOLENCE

Domestic violence is a serious issue not only in J&K but nationwide. Protection of Women from Domestic Violence Act of 2010, PWDVA, can provide immediate relief to a women suffering Domestic Violence but it is grossly under utilised mainly because judiciary has a reputation for being cruel. Women do not want to get involved with the police & the courts. Seeking remedy from Judiciary is seen as an unending & tiresome process akin to a curse. There is a perception amongst women that dealing with an
abusive husband is easier than dealing with touts, lawyers & judges. There are many in the system who take advantage of this perception & weakness & vulnerability of women. They misguide them in their moments of extreme distress.

We have started work to revive the faith of women in Judiciary & in the PWDVA. We have started to develop systems that will enable us to file a petition under PWDVA & seek an interim order for protection & residence for a women suffering domestic violence within 10 working days of her giving us consent to take her matter to court. We have noticed many men who are accused of violence against their wives do not agree to come for counselling. We plan to use PWDVA to seek orders for compulsory counselling of both the victim & the accused under supervision of the Women Helpline & Sakhi One Stop Centres. We have not yet reached the target of 10 working days but we are working to remove the bottle necks.

We face delays in allotment of lawyers from DLSA who insist that the victim must present herself at the DLSA office if she wants a DLSA lawyer. We are working with NALSA/SLSA to get this difficulty resolved. We also face delays in getting DIR’s filed by Protection officers. We are working to get this matter resolved too through appointment of additional service providers & through nomination of One Stop Centres as service providers.

We have prepared 110 DIR’s, written 92 Petitions, sought lawyers mainly from DLSA, for 74 cases etc. The details are in Table 6. Although the period specified for these data is from 1st October 2017 to end of January 2019 but at the beginning we did not have the systems to create DIR’s or Petitions etc. Therefore the data presented are effectively of the past 6 months. This is no mean achievement for a facility that is still struggling with teething problems. Our objective is to restore the confidence of women in Judiciary.

The next 3 stories are all of Domestic Violence. Story 11 is the story of a middle aged women from Rajouri who was ignored by her well to do husband. He wouldn’t even let her talk to her married
### Table 6: Data of DIR’s prepared & petitions filed by WHL (J&K) from 1st October 2017 to end of January 2019

<table>
<thead>
<tr>
<th>Type of case</th>
<th>DIR drafted by WHL</th>
<th>Petition prepared by WHL</th>
<th>Petition prepared by private or DLSA lawyers</th>
<th>Cases filed by WHL with the help of DLSA lawyers</th>
<th>Consent withdrawn for filing in the court</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Violence under PWDVA</td>
<td>110</td>
<td>90</td>
<td>19</td>
<td>55</td>
<td>16</td>
</tr>
<tr>
<td>Fraud &amp; Cheating</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Divorce</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Habeaus Corpus Writ</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Maintenance under Sec 488 IPC</td>
<td>0</td>
<td>13</td>
<td>8</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>92</td>
<td>44</td>
<td>74</td>
<td>19</td>
</tr>
</tbody>
</table>

**STORY 12: DOMESTIC VIOLENCE & ASSAULT**

**Kupwara | Case no. JK-220-W**

A woman called us to say that she has been living at the mercy of her husband and in-laws since she was married in 2010. She was forced to live in a shed in the vicinity of her matrimonial house. While her husband enjoyed all facilities of a comfortable home. She was abused on daily basis and beaten from time to time by her husband who wanted her to leave the home on her own accord to pave way for him to marry his cousin (sister) with whom he was in an extra marital affair. The victim had complained many times at the concerned police post but no action was taken in her case.

Then one evening the said cousin along with her family and her husband’s family manhandled the victim, tore her clothes and tried to snatch & harm her infant child in front of a gathering of more than 100 people. Somehow she managed to save her child
from them and ran off to report the matter to the police. But police did not take any action against the culprits, despite seeing her condition of injuries and torn clothes. Unsympathetic to her condition they told her to come the next morning. When we spoke with the concerned Police officer he told us that it was a normal family quarrel and there was nothing to worry about. We pressed for action and sent an application to the police saying that for an assault of this nature they were duty bound to register a case. Finally an FIR was lodged u/s 354, 147, 341, 506 in this matter. Later in the court a compromise was reached where the accused begged for forgiveness and gave in writing that he & his family members would never repeat such an incident again. But when she went back to her matrimonial home the very first day she was attacked by all her in-laws injuring her badly. And her clothes were torn again. Her brother who came to save her was gravely injured on his head.

She called us for help. We arranged emergency help for her by sending the police to her home and asked the police to register a fresh FIR u/s 307, 323, 147, 336, 354. An FIR was lodged and the accused were taken in remand for 18 days until they were bailed out. In the mean time we engaged a lawyer for her through DLSA to file her petition under PWDVA. Informed us that he had secured a maintenance order of Rs. 7500 in her favour. The matter is active and will be followed up until its logical conclusion.

daughter who lived outside of J&K. We prepared her DIR. We arranged a lawyer for her from DLSA who drafted a compromise deed & got it signed by the accused in front of the magistrate with clear terms that the accused would take complete responsibility of his wife & would not impose any restrictions on her speaking with her daughter and would allow her to meet with people as per her wish etc. We have kept the case under observation. We believe things have improved & the violence has stopped.
Our story 12 is that of a woman from Kupwara who was forced to live in a shed in the vicinity of her matrimonial house and abused on daily basis and forced to leave, so that her husband could marry his cousin (sister) with whom he had an extra marital affair. On one evening she was manhandled;

STORY 13: DOMESTIC VIOLENCE & CRUELTY

Samba | Case no. JK-309-W

A woman called us for help. She said that she was facing abuse at the hands of her husband for years. She had suffered in silence to save her marriage but finally when she could bear no more, she approached us with the hope that we would help her to find a solution to her problem. She recounted that her husband had, in a fit of rage, tried to push her off his speeding car. She was saved because a police party had noticed her screaming for help. Although the police had saved her life but took no action against her husband. Then one day her husband with help from one of his employees had physically thrashed her & locked her inside his shop together with her mother. Again the police had rescued her but did not file an FIR in the matter. We represented her in front of the police and persisted with the complaint until FIR under Section 341, 323 and u/s 498-A was lodged against the accused.

Then her husband filed for divorce. But she did not want to leave him. She wanted to avail of her right of protection and other rights under DV Act. We prepared her Domestic Incident Report with the help of the Protection Officer of her region. Her case was represented by a lawyer engaged through District Legal Services Authority. On the first hearing of the case an order for interim maintenance of amount Rs. 2,500 was made in her favour. We are following the matter.
A YEAR OF THE AMAN MOVEMENT IN JAMMU & KASHMIR
her clothes were torn in front of a gathering of more than 100 people. Police were unsympathetic to her despite her condition of injuries and torn clothes. We pressed for charges and accordingly, an FIR was lodged u/s 354, 147, 341, 506. Later in the court, a compromise was reached where the accused begged for forgiveness and gave in writing that they would never repeat such an incident again. But no sooner she was back home she was again attacked & injured. We arranged emergency help for her & then requested police to register a fresh FIR u/s 307, 323, 147, 336, 354. An FIR was lodged and the accused were taken in remand for 18 days until they were bailed out. In the mean time we filed her case under PWDVA & an interim maintenance of Rs. 7500 was released in her favour. The matter is active and will be followed until its logical conclusion.

Our story 13 is the story of a women in Samba who suffered in silence for many years hoping to save her marriage. Finally when she gave up we filed a complaint with the police & registered an FIR under Section 341, 323 and u/s 498-A against her husband & his colleague who had illegally confined her. We filed her case under PWDVA Act and on the first hearing of the case we got an order for interim maintenance of Rs. 2,500 per month for her. We are following the matter. We have started a pilot project to integrate Child line 1098 with 181 WHL. There is a clear overlap between the two facilities. While 1098 deals with matters that concern children WHL 181 deals with women which includes girls below the age of 18. In order to understand the procedures & processes that Child Line foundation (1098) follows we have offered to be a ‘Collab. Agency’ within the meaning of the Child Line system for the district of Reasi. Cases reported on 1098 are forwarded to 181’s Child Line desk. After registration in the 181 computer system we forward the case to the team in Reasi where the team follows up on the cases under supervision of 181 WHL in Jammu. Our story 14 is the story of Child Line Reasi. We received a call for help from a school teacher, for an 11 year old girl child diagnosed with Diphtheria. The girl belonged to a remote village in district Reasi. Diphtheria is a serious bacterial infection that affects the mucous membranes of the throat and nose which, if left untreated, can cause severe damage to kidneys, nervous system, and heart. The teacher
STORY 14: MEDICAL ASSISTANCE FOR CHILDREN


We received a complaint, on 1098 Child Line Reasi, from a school teacher who said that an 11 year old girl child from his school was in need of medical assistance as she was diagnosed with Diphtheria. It is a serious bacterial infection that affects the mucous membranes of the throat and nose which, if left untreated, can cause severe damage to kidneys, nervous system, and heart. The teacher also said that about a month earlier, another girl student of his school from a very poor family had developed symptoms of Diphtheria. She was taken to the District Hospital of Reasi who referred her to GMC Jammu but she couldn’t be saved. He told us that there were around 15-16 children in his school showing the symptoms of the disease. They suffered from fever & had a sore throat. He frightened us further by saying that a child belonging to Bakarwal community in his adjoining village having the same symptoms had expired.

The Childline Reasi immediately contacted the Chief Medical Officer (CMO), who in turn, led a team to inspect and screen the affected area without any delay. They screened the children of the reported school. The team stayed for 5 days in that remote region. They also screened children of the neighboring schools. They identified, 16 children out of the 90 children of the Govt. Middle School Kanota, suspected of having been infected with Diphtheria. They were immediately put on Antibiotics. 15 of the suspected children recovered while the 16th child, a girl child, was taken to PGI Chandigarh for further treatment.

A month later, Childline Reasi registered another case of Diphtheria. This time again it was a girl child, 8 years old, from Hunder village. We organized medical support & then approached DC Reasi for financial help. Her medical expenses were partially reimbursed by DC Reasi. He also reimbursed part of the medical expenses for another 2 cases of Diphtheria.
STORY 15: MISCELLANEOUS

Story 15A - Budgam | Case No.JK-376-W

An elderly women called us from Budgam and informed us that her husband commits violence on her and her life is under threat. We asked her consent for getting police involved but she declined the consent. We talked to her several times but could not figure out her problem. We decided that somebody should go to meet her to understand her problem. Since there was no OSC in Budgam we decided to send our community worker from OSC Srinagar to her home to assess her situation. After several conversations with her our community worker realized that she had a psychiatric condition. Her husband, although well meaning, was unable to take care of her because of his old age. Her children had distanced themselves from her. We requested Help Age India for their support. We arranged her psychiatric consultation and admission in the psychiatric hospital in Srinagar. She agreed to go to hospital because she had developed enormous trust in our community worker. Our community worker made sure that she received proper care and attention until she was discharged. The matter is being followed up by OSC Srinagar.

Story 15B - Baderwah | Case No.JK-295-W

A woman called us and complained that she was facing severe health issues due to an adjoining poultry farm that was operating illegally in the residential area. We talked to her neighbours and they too complained of the same. They forwarded us a joint representation and the case was represented in front of Pollution Control Board for necessary action. After a few follow ups the Pollution Control Board issued a notice to the accused to shut the poultry farm from that area. The respondent appealed against the order in the High Court. We are now representing her case in the High Court. The matter is active.
said that a month earlier a girl from his school had died of Diphtheria for lack of proper & timely treatment, The Child line Reasi immediately brought this matter to the attention of CMO who sent a team to inspect and screen the affected area for 5 days. The team suspected that 16 children were infected with Diphtheria. They were given treatment & the situation was brought under control.

We never refuse to represent any women who requests us for help. We try to help to the best of our ability. We have chosen 2 short stories under the heading of miscellaneous to convey that we try to deal with all kinds of problems faced by women. **Story 15A** is that of a women whose neighbour has set up an illegal poultry farm next to her house. We helped her to get it closed with a favourable order from the Pollution Control Board but the neighbour has moved the High Court where the matter is pending. **Story 15B** is that of an old women from Budgam who claimed that her husband was planning to kill her. After we went to see her we realised that she needed psychiatric help. We sought help from Help Age India & arranged for her psychiatric consultation and admission in the psychiatric hospital in Srinagar. Our community worker in Srinagar made sure that she received proper care and attention until she was treated & discharged.

Our last story, **story 16**, is that of a women from Rajouri. Her case has all ingredients of distress & terrifying. She was beaten brutally several times.

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<table>
<thead>
<tr>
<th>S.No.</th>
<th>Group</th>
<th>Valid Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anganwadi, Asha Workers</td>
<td>41628 + 21081</td>
</tr>
<tr>
<td>2</td>
<td>Police stations</td>
<td>759</td>
</tr>
<tr>
<td>3</td>
<td>NGO’s., Skill Development Centres</td>
<td>484+107</td>
</tr>
<tr>
<td>4</td>
<td>DLSA’s, TLSA’s &amp; PLV’s</td>
<td>867 +587</td>
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<tr>
<td>5</td>
<td>FCC’s, Residential homes</td>
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<tr>
<td>6</td>
<td>BDO’s, ICPS, DCPU’s, DSWO, TSWO</td>
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</tr>
<tr>
<td>7</td>
<td>MLA’s, CMO’s, Others</td>
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</tr>
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</table>

Total verified phone numbers: 66,967

Table 7: Resource Directory of WHL/OSC J&K available on www.181jandk.in
times causing serious injuries to her head and nose. She was given electric shock when she was pregnant and her child was thrown off the first floor by her husband in a fit of anger. Even then she tried to compromise in the interest of keeping the family together but it yielded no results. Her maintenance money was stolen by her husband from her bank account. She was deceived by the Sarpanch to sign a false compromise deal in connivance with her husband who submitted the false documents to his employers, the Indian Army, to stop her maintenance. We represented her in front of the police; the hospital to get her medical examination done; the Indian Army officers to get her maintenance money

STORY 16: DOMESTIC VIOLENCE, SUSTENANCE, CHILD CUSTODY ETC.

Rajouri | Case No. JK-732-W

A father requested us to rescue his daughter from her matrimonial house. The father said that her daughter was beaten a few days earlier by her husband and she was living there under threatening atmosphere along with her two minor sons. The accused husband, who worked for defense forces, would assault his wife during his short stay at home and then threaten her on phone when he was away. She had a history of immense violence in married relationship of 8 years. Her children were also subject to violence. She was given electric shock when she was pregnant and her child was thrown off from the first floor by her husband in a fit of anger. She had compromised with the situation in the interest of keeping the family together. The village Sarpanch and her own family had always encouraged her to compromise. But it yielded no results. She was continuously abused.
We immediately reported the matter to the concerned police station. It took police officers a few hours of driving to reach the location of the victim. They found her frightened with injury marks on her face but they did not take her for MLC examination or register any complaint against her husband. But they rescued her. At the time of her rescue she wanted to take her personal belongings like her clothes, sewing machine and the books of her children with her but the police did not allow her to take anything saying that she could not take anything unless the Chowki officer was present. She, her father & her children were made to wait in the police chowki for the chowki Officer who did not show up. After a couple of hours of waiting we advised the victim to leave the police chowki & go to her father’s home. She agreed. The next day, when she called us and requested us for help to collect her personal belongings we spoke to the Chowki Officer. He suggested that he would need permission from sarpanch of that village, who as per the chowki Officer, was unwilling to cooperate in the matter. The victim had briefed us earlier that the sarpanch was supportive of the accused and his family and not of her and her children. We talked to the sarpanch and finally he agreed that the victim could collect her personal belongings in the presence of the chowki officer and the sarpanch. In the mean time we prepared a draft DIR in the case. We referred her matter to OSC Rajouri and requested them to help her with MLC examination. OSC Rajouri was slow in its response. In the end she had to go all alone to the hospital. We talked to the doctor on duty and arranged to get her MLC examination done without police requisition.

We gave her confidence that all her problems would be dealt with under the provisions of law and without any hassles. We told her that she could call us any time without any hesitation.

Then she told us that her maintenance from the Army, that was being released to her for the past one and a half years, had stopped suddenly. She had spoken to somebody in the Army but that conversation had yielded no results. We arranged a meeting on phone between the Commanding Officer of her
husband’s unit and herself. When she spoke to him he was very co-operative and highly concerned for her. He told her that he would check the details and get back to her in two days. He called her to inform her that her maintenance was not stopped by the Army despite having received a deed of compromise signed by her. The Commanding officer told her to check with her bank as her maintenance was continuously being transferred to her bank account. She found out from the bank that her account, which was meant to be her individual account was converted into a joint account with her husband without her knowledge & consent. Then the amount deposited by the Army was immediately withdrawn by her husband without her knowledge. She requested the bank to cancel her joint account. They denied but agreed to freeze the transactions. She again called the Commanding officer and narrated the whole story to him. The officer suggested to her to open a new account and send the details to him for he would order to deposit her maintenance in her new account. Then her Bank Manager refused to open a new account for her. She was sent from pillar to post for 3 days & finally when she gave up she called us for help. We called the bank manager and asked him for reasons for not opening her account. He failed to give us a satisfactory answer but opened her account immediately and assured her that she would get her cheque book in the shortest possible time.

Meanwhile Army had sent the compromise deed to the Tehsildar for verification. The victim was called by Tehsildar and on inquiry he found out that his subordinate had signed on his behalf, misused his seal and attested the document of compromise in his absence. The village sarpanch had witnessed the compromise deed without the victim’s permission & knowledge. The matter is under investigation for fraud & forgery & the Tehsildar is planning strict action against his subordinate colleague & the Sarpanch. In the mean time we have filed her case with the help of DLSA under PWDVA praying for orders for protection, residence & custody of her children. The matter is active and will be followed until conclusion.
deposited in a separate & secure account; the Tehsildar to get her forged compromise deal declared null & void; the bank managers to get her a new bank account; DLSA to get her a lawyer to apply for custody of her children etc. Her matter is active & we are looking after her.

We have created a directory of contacts. We have collected & verified phone numbers of Anganwadi workers, Asha Workers & Para Legal Volunteers. They are our contacts in the field. We seek their help in rural & remote locations. We have verified phone numbers of 41,628 Anganwadi workers; 21081 phone numbers of Asha Workers & 587 Para Legal Volunteers. We also have data of agencies of the government from whom we seek help to provide support to women in distress. These are Police, DLSA, SLSA, hospitals, skill development centres, NGO’s etc. The details are in Table 7. The resources directory is, far from being complete. We work on regular basis to update this directory.

CONCLUDING REMARKS

Sixteen stories narrated in this report together with information presented in 7 tables testifies that our progress in J&K is outstanding, firm & stable. We have made significant achievements, in a short period of 16 months, despite operating only with 3 OSC’s of Srinagar, Leh & Jammu. Our campaign on domestic violence & restoring the faith of women in Judiciary has been successful.

We are proud to say that we have prepared 110 DIR’s, written 92 Petitions, sought lawyers, mainly from DLSA, for 74 cases etc. This is no mean achievement for a facility that is still struggling with initial teething problems. We treat each case with exceptional care, consideration & sympathy. We are patient & persistent. We stand by the side of women victims of violence to help them stand tall & live with dignity. We are on course, in J&K, working ahead of schedule. Our experience in J&K has
THE WAY FORWARD

In the year ahead, we will implement the NALSA pilot project on establishment of the NALSA Legal Aid Helpline 15100 for J&K in Jammu & then integrate it with the J& K Women Helpline 181. This will increase our support network & also increase our outreach to the remotest parts of J&K. We will integrate all Para-legal Volunteers of the SLSA/DLSA in J&K with the State Legal Aid Management Centre through Mobile Phones.
We will also launch web based Legal Services Clinic (e_LSC). It will virtually convert every PLV & every Panel & Retainer lawyer of NALSA into a Legal Services Clinic.

We also hope to integrate all Law College Legal Aid clinics through, e_LSC, with the combined WHL (181), NALSA helpline (15100) & Child Line (1098). We believe our work with NALSA at the Conceptual level & with SLSA/DLSA in J&K at the operational level will revolutionise access to justice to women, children, marginalised and rural populations of India.

In the year ahead we also hope to develop a Decision Support System for providing assistance & access to welfare schemes of the governments of J&K and that of the government of India & the welfare schemes that have been launched by NALSA to support marginalised peoples of India.

In the year ahead, we look forward to further development of Child Line (1098) Management System & cooperation with the two universities in Jammu.

This will help us improve our performance through knowledge inputs from the universities. Graduate students & staff of the two universities can help us evaluate our work; conduct internal audits & quality checks; conduct feedbacks & social audits etc. In turn, we will be able to provide the universities with excellent quality data for research & help them design policies & future strategies for development.

In the year ahead we will initiate expansion of our outreach to include Mahila Shakti Kendras, Family Counselling Centres, Mahila Police Volunteers, ANM & ASHA workers, Anganwadi workers etc. We will most certainly continue to refine our management system & software. We will continue to refine our web site & reporting formats. We will continue to update our Resource Directory. We have a packed schedule for the next one year & for many years to come.

We admit that we have a long way to go but we are firmly on course.
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