PROGRESS REPORT 2016 - 2018

INTEGRATED SYSTEM OF UNIVERSAL WOMEN HELPLINE (181) AND SAKHI - ONE STOP CENTRES IN CHHATTISGARH

A SUMMARY OF LEARNINGS AND CASE STUDIES BY THE AMAN MOVEMENT
After the massive public outpouring of anger and outrage that broke out nationwide in the aftermath of the ghastly rape and murder of ‘Nirbhaya’ in December 2012, the Union Government moved beyond fire fighting to design a far sighted & a holistic response.

Two integrated schemes, namely the Universal Women Helpline (181) & One Stop Centres were launched to protect the Human Rights of Women & to help India achieve the vital Sustainable Development Goal of ‘Promoting Equality & empowerment of women’. These were aimed at providing women with (i) Access to Justice (ii) Access to government administration and (iii) Access to welfare.

The Aman Movement shares the vision of the Union Government & therefore designed a management system & software (now known as the Raipur Model) to ensure efficient delivery of these schemes. This report outlines the Aman Movement’s experience of working for two years with these schemes in Chhattisgarh.
TWO YEARS OF
AMAN MOVEMENT
IN CHHATTISGARH
Two integrated schemes; the 181 Women’s Helpline & One Stop Centres; are projects of the Ministry of Women & Child Development, Government of India (MWCD- GOI).

These schemes are executed in Chhattisgarh by the Department of Women & Child Development of the Government of Chhattisgarh (DWCD – CG). We, i.e. The Aman Movement, share the vision of the Government of India & of the Government of Chhattisgarh for these schemes. Therefore, we have offered to provide technical & management support to these schemes in all states & union territories of India. Only Chhattisgarh, J&K, Assam & Meghalaya have, so far, agreed to work with us. Other states / UT’s have partnered with other organisations.

This publication is a report of our two years of experience of working with the schemes in Chhattisgarh. During these two years we have experienced triumph & failure; cooperation & resistance and pain & joy.

Despite our varied experiences, we are happy to be a part of this important initiative of the Government of India which aims to empower women by providing them with crucial access; (i) Access to Justice, (ii) Access to Government Administration, & (iii) Access to Social Welfare.

We are grateful to the Government of Chhattisgarh for placing their trust in us & accepting us as their partner in this important initiative to protect the rights of women.

The Pilot projects of the WHL & OSC, in Raipur & Durg respectively, were also implemented by us in partnership with the Department of Women & Child Development in Chhattisgarh, in 2014, a few months before the schemes were announced by the Government of India.

- Team
AMANMOVEMENT.ORG
We came into existence in 2009 to eradicate Ragging. Since then we have evolved into a research cum implementation agency for improved management of social sector programs of governments of India. We work on the philosophy that NGO’s, like ourselves, should not absolve the state of its social sector responsibility by creating parallel institutions to those of the state. NGO’s should work in partnership with the state to strengthen the institutions of the state.

To put it simply we believe in ‘Private Public Partnership in Social Sector Development’ where contribution of the private sector partner, i.e., NGO’s like us, is not of funds but design, technology, management skills, monitoring etc. In our flagship program on eradication of Ragging we work in close cooperation & partnership with the Ministry of Human Resources & University Grants Commission.
Our Ragging eradication program has been a great success. We have, in partnership with the University Grants Commission & other statutory bodies, managed to reduce Ragging from an estimated figure of 42% in 2009 to less than 5% in 2017. It would not have been possible for us to do it alone or for the Government of India to do it alone. This kind of partnership is not common but it is beginning to gain popularity.

Following the Nirbhaya tragedy we requested & persuaded the Ministry of Women & Child Development, not to look at the short term solutions but to design long term sustainable schemes that would help India achieve her Sustainable Development Goal (SDG) of ‘Promoting Equality & Empowerment of Women’.

Two schemes, namely, women helpline & One Stop Centres (WHL/OSC) were launched to provide women with (i) Access to Justice, (ii) Access to government administration and (iii) Access to welfare system. And to address the issue of gender based violence suffered by women across geography, class, culture, age, race and religion.

To support this initiative of the Government of India we designed & developed the case management; financial management system and software for these schemes. It is now known as Raipur model. We work in partnership with governments of Chhattisgarh, J&K, Assam & Meghalaya to implement these schemes in their respective states.

Besides working on Eradication of Ragging & Empowerment of Women we also work on Judicial Reform, Auditing Reform, Management of Sarva Shiksha Abhiyan, Legislation on Flood Management & Dam Safety and Community Engagement in government schools. All these programs are at different stages of implementation & development & some of them are even at the early stages of research.

My personal strength & motivation comes from my belief that we are not born to be spectators. We are born to engage with life and through engagement only we can enhance our spiritual well being. For me this is a spiritual journey.

- Prof. Raj Kachroo
Founder
AMANMOVEMENT.ORG
TWO YEARS OF AMAN MOVEMENT IN CHHATTISGARH

BACKGROUND

Justice Verma Committee was constituted after the unfortunate gang-rape incident in Delhi in 2012 now known as the Nirbhaya case. The 2013 report submitted by the Committee acknowledges that equality of women is integral to the constitution; its denial is a sacrilege and a constitutional violation.

It impressed upon inter alia, the need for a single dedicated 24x7 helpline and accredited support services for shelter, social workers, counsellors, mental health professionals, lawyers & others.

Following the recommendations of the Justice Verma Committee Ministry of Women & Child Development designed two integrated schemes, namely Universal Women Helpline (181) & One Stop Centres, (together referred to as WHL/OSC ) to help India achieve her Sustainable Development Goal (SDG) of ‘Promoting Equality & empowerment of women’ by providing women with (i) Access to Justice (ii) Access to government administration and (iii) Access to welfare.

The schemes of WHL & OSC also seek to protect Human Rights of women by addressing the issue of gender based violence suffered by them across geography, class, culture, age, race and religion and redressal from such violence & other related matters.
INTRODUCTION
Ministry of Women & Child Development, Government of India, has announced 2 schemes, namely, Women Help Line (WHL) & One Stop Centre (OSC) in all states of India.

These schemes are designed to operate in an integrated manner which means only one case file will be created for one case and the same will be shared by WHL & OSC. The file will also be available on the web for intervention & monitoring. The integrated system, referred to as WHL/OSC, is implemented in Chhattisgarh by the Department of Women & Child Development, Government of Chhattisgarh.

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 Nirbhaya Fund.

WHL is a 24x7 helpline that responds to a free phone, 3 digit number – 181, across Chhattisgarh (and also across India) to provide a women in need access to both emergency and non-emergency response services.

OSC are established, one in each district of Chhattisgarh, 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 & support to access social welfare schemes of the governments of Chhattisgarh & those of the union government.

OSC & WHL are designed to work together as a single unit where access to OSC is provided through the help line number 181.
Raipur Model is a management outsourcing model that was designed & developed by the Aman Movement for effective implementation of the schemes of Women Helpline & One Stop Centres. Work on Raipur Model started in 2013, during the pilot phase of WHL/OSC at Raipur, to satisfy technology requirements of the schemes. The development is ongoing. It is likely to continue for several years to come.

At this stage the model comprises (i) ICT based case management system for Integration of WHL with OSC’s & other help lines with real time monitoring facilities (ii) Actual cost based financial management system where all financial transactions are open for public scrutiny on the web & (iii) the necessary software. Technology is at the core of the design of WHL/OSC.

Integration & Web based management system, are two most powerful technology features that, have been included in the design of WHL/OSC to overcome the weaknesses that resulted in the failure of similar schemes in the past. These advanced technology & management features have been fully implemented in Chhattisgarh through Raipur Model.

Figure 1 is a line diagram of integration & data transmission between WHL at Raipur & 26 OSC’s out of 27 districts of Chhattisgarh (excluding Sukma) and between the state data centre at Raipur and data centre at Gurgaon & cloud servers.
INTRODUCTION

FIGURE 1: Data Transmission & Integration Flow Chart of Women Helpline & One Stop Centres in Chhattisgarh
The flow diagram of Raipur Model is in Figures 2(a), 2(b) & 2(c). Design & software details are not included in this report except to say that Raipur Model’s system/software incorporates all design features of the schemes of WHL & OSC & uses the most advanced Information & Communication Technology.

It is innovative. It is designed to provide access to large sections of India’s populations that have access to a phone but not to internet. Besides ability to integrate OSC’s of all districts with WHL in a state & web based MIS to enable monitoring of cases from district to state to central level.

Raipur Model is packed with many more 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 victim & her doctor to prepare a complete a Forensic Medical Examination report as per prescribed 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 the NALSA portal for allotment of lawyers, (viii) Decision support system to provide access to social welfare schemes of state government & central government, and charitable & philanthropic entities, local administration, MLA’s & MP’s etc.

(ix) Complete module on integration with Women Study Centres of colleges/universities for independent performance evaluation, (x) Ability to create an extensive set of reports, (xi) Ability to create purchase orders for taxi services for rescue, (x) Ability to do performance evaluation of ambulance services & other service providers such as the Women’s Commissions, Protection Officers, Police etc., (xi) Ability to integrate with College Legal Aid clinics for legal opinion, case law research & petition drafting (xii) Complete module on creation of Resources Directory comprising Anganwadi & Asha workers, Hospitals, Police stations, DLSA, local administration, NGO’s, Philanthropic institutions etc.
FIGURE 2(A): Flow Chart of an Integrated System of 181 Women Helpline & One Stop Centres (WHL/OSC)
FIGURE 2(B): Flow Diagram of the State Legal Desk at the 181 Women’s Helpline
INTRODUCTION

(xiii) Ability to archive case data & CCTV footage, (xiv) Ability to integrate with Child line 1098, (xv) Complete Human Resources Management system for calculation of salaries, ESI & EPF, leave entitlements, shift management etc., (xvi) Complete awareness module with ability to send mass e Mail, mass SMS and mass Phone calling with pre recorded messages.

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.

The success of Raipur Model has been acknowledged by the Ministry of Women & Child Development & by National Informatics Centre.

Both have recommended the use of Raipur Model in all states & union Territories. But unfortunately that has not happened. Besides Chhattisgarh only J&K, Assam & Meghalaya use Raipur Model and that too only partially.

While we provide Staff, Technology, Management & Monitoring support to WHL at Raipur we only provide technology support to 26 OSC’s. WHL started in June 2016. OSC Raipur started a year earlier in June 2015. Other 26 OSC’s of Chhattisgarh started towards the middle of 2017. Chhattisgarh is the only state that is utilising, even if not fully, the potential of Raipur Model.

On the strength of Raipur model OSC of Raipur was decorated by the Chief Minister of Chhattisgarh on 15th August 2017 & by the Hon’ble President of India on 8th March 2018.

Raipur Model is a large, complex but a fragile system that requires expertise to operate, install, upgrade & maintain. It needs constant 24x7 supervision by a team of IT experts.
FIGURE 2(C): Flow Diagram of the State Social Welfare Desk for Women
INTRODUCTION

PHOTO: Shivam Vahia via eoto.tech, published 16 Sept 2018
RAIPUR EXPERIENCE
We are glad to say that Chhattisgarh is the only state in India where the schemes of WHL & OSC are implemented as per scheme design & guidelines in letter & in spirit. Our progress is firm & stable. Our performance is outstanding and our achievements are significant. We have done much work. More needs to be done but we are on course.

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 at WHL Chhattisgarh. We do not Refer, Direct or Forward a case or a phone call but we ‘Represent’ the caller (a women in distress) in front of all line departments.

For instance, we do not ‘refer’ a matter of a women facing violence to the nearest police station. 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.

We do not ‘Refer’ a woman facing domestic violence to a Protection officer for her to procure the Domestic Incident Report (DIR). Instead, we liaise with the Protection officer on behalf of the women & provide a draft DIR to the protection officer ready for his/her signatures.

We do not ‘Refer’ women to go to DLSA’s legal Aid clinic but we draft a petition on her behalf, get it registered through a PLV, request for a lawyer for her from DLSA and then brief the lawyer before he/she appears in the court.

We stand with a women in distress like her close friend or a close relative would do. We do not only listen, advice & sympathise with a women in distress but we also fight for her rights & if that means we must ‘shout’ then we do not hesitate to ‘shout’. (Of course, only rarely & only when we are left with no other option).
To summarise our experience in this brief report we have decided to refrain from using statistics, bar charts & line diagrams, possibly because our team leader is an experienced statistician who understands the strengths & weaknesses and uses & abuses of statistics, bar charts & line diagrams. Instead, we have decided to narrate 10 stories to convey our experience & feelings.

We believe we have crossed the threshold of an irreversible change as far as access to justice, access to government for women in distress in Chhattisgarh is concerned. We have not yet done any work on access to social welfare in Chhattisgarh.

Our first story is that of a mother whose 18 months old baby girl was taken away from her by her in laws after her husband died. We stood firm by her side. We were overjoyed & we celebrated when her child was reunited with her. For a widow, daily wage labourer, migrating from district to district for work, with no family to support her, getting her girl child back after nearly a year was nothing short of a miracle.

She was grateful to us for the support that we provided to her but we were equally grateful to her for the opportunity she gave us to represent her. This was one of our earliest cases where we achieved success and that gave a massive boost to our confidence. In this case we faced a lot of resistance from police but we did not give up. Our desire to reunite the mother & the child was so compelling that any amount of resistance from police could not have diminished our resolve.
**STORY 1: CHILD CUSTODY**

One of the earlier cases that we dealt was that of a women who is originally from MP but working in Chhattisgarh as a daily wage laborer. (Case no. CG-62-W, Child Custody). After the death of her husband her husband’s family took away her 18 months old girl child from her. She had gone from pillar to post begging for help to get her child back but she had failed. Some how she came to know about 181 WHL & she called us. We filed an application, on her behalf, with the police & with Child Welfare Committee for action in a case of kidnapping of a child. Child welfare Committee refused to intervene. Police refused to file an FIR. They said that the mother should go back to MP & lodge a complaint there because her child was kidnapped in MP & not in Chhattisgarh. We requested the Police station in Kanker, i.e., where the mother lived to lodge an FIR but they refused. We requested Raipur Mahila Thana to lodge a zero FIR but they also refused. They insisted that the mother should come herself to the police station before any action could be taken on the matter. We explained to the police that the mother was a daily wages labourer in rural Chhattisgarh. She simply could not afford the luxury of travelling to Raipur. There was a dead lock for several months where we insisted that we represented the women & police refused to acknowledge us as her valid representative. But we maintained that either the police should facilitate her travel to Raipur or accept us as her representative or instruct the police station near her residence to file an FIR. Finally after much persuasion & several letters & phone calls to senior police officers a general complaint, saying that victim did not want legal action if the matter can be resolved through civil proceedings, was lodged in district Kanker. It was registered as a A few months of filing FIR police managed to bring the child back from Surat where she was living with her aunt. Thank fully the child was looked after very well by her aunt. The police referred the matter to CWC who, after hearing both parties, gave custody of the child to the mother.
Our next 2 stories are one of sexual assault & the other one is of trafficking.

In both these cases we received excellent support from police. Both were resolved satisfactorily. These 2 stories were picked from amongst 36 cases of sexual assault & 4 cases of trafficking that we have dealt with in the past 2 years at WHL Raipur. Unfortunately, not all matters were resolved as smoothly & as satisfactorily as those two narrated in stories 2 & 3.

Normally we do not leave any stones unturned but stones in the case of our story number 4 turned out to be too heavy for us to turn. Matters got complicated in the case of sexual assault narrated in our story number 4.

This case did not end on a happy note. On our insistence & persuasion police lodged the FIR but then they delayed filing the charge sheet on the excuse that the accused had absconded. We sought legal opinion on the matter and came to know that police was obliged to file a charge sheet even if the respondent had absconded. After several months of communication with the police a charge sheet was finally filed but in the mean time victim had lost all hope. She has recently told us that she does not want any help from anybody. She had enough of it.

STORY 2: SEXUAL ASSAULT

A married women was abducted and raped (Case no. CG-866-W, Sexual Assault). At the time of the incidence police helped her family to rescue her & filed an FIR against the accused but later the investigation was, intentionally, put on a slow track because the investigating officer happened to be a friend of the accused. We intervened & wrote a letter to SP detailing all those facts that had faulted the investigation & caused deliberate delays. We pursued the matter until SP ordered change of the investigating officer. The case is now pending in the court.
A woman called us to say that after the death of her brother, her sister in law had gone missing leaving behind 2 children (Case no. CG-2209-W, Trafficking). She had filed a case of missing person but the sister in law could not be traced. Then one day she received a call from the sister in law saying that a woman in their neighborhood had drugged her and then sold her to 4 men. She wanted her sister in law to be rescued but did not want to inform the police because she was scared in case the traffickers get to know that police was after them, through leakages within the police system, then they would kill her. We sought help, in confidence, from CSP of the region. The victim was rescued. One man & one woman were booked & jailed. The victim is happy & taking care of her 2 children.

Although, we have seen more successes than failures but even one failure is failure too many. Every failure hurts us immensely. It is heart breaking for us to see women give up their fight because of harassment, delays & lack of sympathy from police officers.

We have attended to 17.8 Lakh calls, roughly 245 calls a day, in the past 2 years. We have registered on an average 5 cases per day at WHL Raipur summing to a total of 3556 cases registered until end June 2018.

Only about 43 calls out of 245 calls received per day were case related. The remaining 202 calls were either irrelevant calls or obscene calls or calls made by mistake (TABLE 1). Irrelevant calls include a large number of calls that were meant for 181 of Madhya Pradesh. In the last 6 months, i.e., Jan. to end June 2018, the number of complaints registered have increased sharply.
We received a call from a women seeking our help in her application for maintenance. We registered a case and gave it Case no. CG-1777-W, Sexual Assault. When we called her back we found out that a few months earlier she was raped by a boy from her neighbourhood. She did not report the matter. Then the boy tried to rape her the second time. She threatened him that she would expose him before the community. The boy pacified her, promised to marry her & proceeded to have intercourse with her on two separate occasions. After some time when the girl asked the boy to marry her the boy said that he had never intended to marry her. On hearing this the girl attempted to commit suicide but was saved by her parents who filed a complaint of Rape with the police. On summing by Police the boy agreed to marry the girl. The police compounded the offence and the girl was sent to the boys family without performing any ceremony of marriage, religious or civil. In the boys family the girl was treated like a servant and tortured. One day when she was beaten she ran away & lodged a complaint with the police and sought help from a lawyer. The Police did nothing. The lawyer filed a petition for her maintenance in the court knowing very well that she was never married. Listening to her story was like listening to a horror story. We requested the police to lodge an FIR under section 376 of IPC against the boy. The police refused to do it because she had stated in her statement that she had an affair with the boy and the sexual intercourse was on mutual consent. The victim denied having said so. She said that the Police had written it by themselves & when she had opposed it they refused to remove it from her statement. We pursued the matter vehemently. The SP agreed to call the victim for a fresh statement. After recording the victim’s statement police said that she has said the same thing again, like earlier, that she had an affair with the boy & the sexual intercourse was consensual. We stood our ground. We argued that from the very first communication that she had with us she has always said that she never had an affair with the boy & the first sexual intercourse was a rape. The 2nd & the 3rd were consensual on promise of marriage. We sent voice recording of her conversations to the police. Finally sanity prevailed and an FIR was lodged under 376 IPC.
## EXPERIENCE

**TABLE 1:** Calls Received & Cases Registered at WHL Chhattisgarh from June 2016 to end June 2018

<table>
<thead>
<tr>
<th>YEAR</th>
<th>MONTHS</th>
<th>CALLS RECEIVED</th>
<th>CASES REGISTERED</th>
<th>CALLS RELATED TO REGISTERED CASES</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>June to December</td>
<td>25824</td>
<td>715</td>
<td>4849</td>
</tr>
<tr>
<td>2017</td>
<td>January to June</td>
<td>37929</td>
<td>872</td>
<td>7175</td>
</tr>
<tr>
<td>2017</td>
<td>July to December</td>
<td>59289</td>
<td>767</td>
<td>8118</td>
</tr>
<tr>
<td>2018</td>
<td>January to June</td>
<td>55555</td>
<td>1202</td>
<td>7747</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>178597</strong></td>
<td><strong>3556</strong></td>
<td><strong>27889</strong></td>
</tr>
</tbody>
</table>

**TABLE 2:** Walk in cases registered at Various Sakhi Centres in Chhattisgarh in 2018

<table>
<thead>
<tr>
<th>S.NO.</th>
<th>ZONES</th>
<th>CASES REGISTERED AT WHL THROUGH PHONE</th>
<th>WALK IN CASES REGISTERED AT OSCs</th>
<th>DURATION (UPTO END JUNE 2018)</th>
<th>DISTRICTS INCLUDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Raipur Zone</td>
<td>874</td>
<td>1931</td>
<td>3 years</td>
<td>Only Raipur</td>
</tr>
<tr>
<td>2</td>
<td>Central Zone</td>
<td>1735</td>
<td>2467</td>
<td>Average 15 months</td>
<td>Balod, Baloda Bazar, Bemetara, Bilaspur, Dhamtari, Durg, Gariaband, Janjgir-Champa, Kabirdham (Formerly Kawardha), Khorba, Mahasamund, Mungeli, Raigarh, Rajnandgaon</td>
</tr>
<tr>
<td>3</td>
<td>North Zone</td>
<td>736</td>
<td>882</td>
<td>Average 13 months</td>
<td>Balrampur, Jashpur, Koriya, Surajpur, Surguja</td>
</tr>
<tr>
<td>4</td>
<td>South Zone</td>
<td>173</td>
<td>879</td>
<td>Average 14 months</td>
<td>Bastar, Bijapur, Dantewada, Kanker, Kondagaon, Narayanpur</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>3518</strong></td>
<td><strong>6159</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
We have registered 1202 cases compared to an average of 764 cases in previous three 6 monthly periods.

We have noticed that fewer cases are registered at WHL from districts that are far away in the south. Only 2 cases were registered by WHL through phone from Sukma; only 6 from Bijapur, only 10 from Narayanpur & only 12 from Dantewada in the past 2 years. Clearly people in these far away districts are not aware of the existence of the facility of 181 women helpline. We must launch an awareness campaign in these districts.

In addition to 3556 cases registered at WHL in 2 years another 1931 cases were registered over a period of 3 years (June 2015 to June 2018) as ‘walk in’ cases in OSC Raipur. In the remaining 25 OSC’s (excluding OSC Sukma) a total of 4228 cases have been registered in roughly over a period of 14 months (TABLE 2).

On yearly basis, one can say WHL registers about 1750 cases per year; OSC Raipur registers about 640 cases per year and other 25 OSC’s combined register about 3382 cases per year bringing the total number of cases registered throughout Chhattisgarh to about 5780 cases per year.

We believe this number will increase sharply in years to come. We are mentally & systemically ready to handle the anticipated sharp increase in the numbers.

The matter narrated in our story 5 is a typical case of domestic violence. It conveys the sentiment of most (not all) women suffering domestic violence, i.e., they do not want to go to court. They do not want to break their families or punish their husbands. They want to live in peace. But they also want their basic rights of protection, residence, freedom of expression etc. It is a fair prayer, which can be granted within the jurisdiction of Protection of Women from Domestic Violence ACT (PWDVA),
but unfortunately the system comprising lawyers, counsellors, protection officers, police officers, One stop Centres, family counselling centres, Para legal volunteers, community leaders do not utilise the potential of PWDVA. Some of them are themselves not clear about provisions of PWDVA and hence fail to explain & convince a victim to seek remedy under PWDVA. Some have vested interest to prolong & complicate a simple matter. In our story 5, the lawyer engaged by the victim, chose to seek remedy under Crpc 125 rather than under PWDVA.

STORY 5: DOMESTIC VIOLENCE

A victim of domestic violence was tortured by her husband and in laws for many years (Case no. CG-498-W, Domestic Violence) Many a times community had intervened and settled their disputes but on this occasion when she called us she had left her husband’s house and had gone to live with her parents. She said that her application was filed in the court by her lawyer but she did not want any legal action against her husband. She wanted us to counsel him so that they could live together. We requested the district police to provide counseling and requested the Protection officer to meet with her. To our surprise the Protection officer told us that her petition in the court was filed under CrPc125 and not under PWDVA. We requested the Protection officer (PO) who request the court for an order of her maintenance as an interim relief. After a constant follow up with PO (who was also an incharge of the Sakhi center of the district) the court has ordered the respondent to give Rs. 5000 maintenance per month to the victim.
The victim in Story 5 had told the lawyer that she did not want maintenance & neither did she want her husband and/or her in laws punished. She wanted to live with her husband but wanted some body to help her to put a stop to interference in her personal marital affairs by ‘Kangaroo’ courts set up by the community.

Cases of domestic violence comprised 55% of all cases that were registered at WHL Chhattisgarh. In OSC Raipur the corresponding number of ‘walk in’ cases of Domestic Violence was 60%. Clearly a large number of women suffer domestic violence in Chhattisgarh but these figures are not any different from figures that we see across the nation.

We are sorry to say that only 41 % cases of domestic violence have been closed at WHL Raipur. The situation at OSC Raipur for ‘Walk in’ cases is not any different. We have not yet analysed ‘Walk in’ cases of different one stop centres but we are sure the closure rate in those OSC’s too is poor. The overall situation is highly unsatisfactory, not only in Chhattisgarh, but through out India.

It is not only that cases of domestic violence do not get resolved to the satisfaction of the complainant closure rate across all crime categories is poor. Out of 3556 cases that we registered at WHL only 1720 cases ( 48% ) were closed. That is the sad reality.
Large number of cases active with WHL do not reflect poorly on WHL but reflect poorly on service providers such as Police, Protection officers, Lawyers & Para Legal Volunteers etc. Our failure to help women suffering domestic violence does not reflect poorly on us but on protection officers who often delay filing of DIR's and fail to convince women that seeking remedy under PWDVA is the best option for them.

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. Unlike in a conventional ‘Referral System’ where a case is closed as soon as the case is handed over to a service provider in a ‘Representational System’ we stand with the complainant & represent her for as long as she needs us. That is why we can not be judged on statistics & bar charts and ‘Percent Cases Closed’ criteria. We work differently. We can only be judged on how we treat each case regardless of whether that case gets resolved or not? Resolving a case is not in our hands. We can only try our best.

Our sixth story is the story of a young Hindu boy who married a Muslim girl. When parents of the girl got to know about it they abducted her. The young man sought help from us to rescue his wife. We stayed with the young couple throughout their ordeal. This story has a happy ending.
A man requested us for help to trace his wife who was abducted by her own parents. She was an adult Muslim women, lawfully, married to a Hindu man. It was a civil marriage. (Case no. CG-1610-W, Abduction). Parents of the girl were not happy about her marrying a Hindu man. They had threatened the man to the extent that he had to request for help from Police for help where it was decided that the girl will return to her parents house until her parents organise a social wedding for her. She had married in court. The girl went to her parents house where her parents abducted her & brought her to a remote village in Odisha. The girl managed to borrow a mobile phone and contacted her husband who in turn, requested us for help. We requested police to lodge an FIR under section 363 of IPC against the parents of the victim. We got a search warrant issued under section 97 of CrPC to facilitate interstate rescue operation. We requested the State Women Commission of Odisha to intervene and pursued the matter with senior police officers of Odisha until the girl was rescued & placed in a shelter home in Odisha. We requested Raipur police to bring her back to Raipur. When Raipur police reached the shelter home Odisha Police refused to hand over the girl because Raipur police was not accompanied by a women Police officer. Before the two police departments could resolve their issues parents of the girl abducted her once again & brought her secretly back to Raipur & kept her in a secret location. Again the girl managed to contact her husband, who in turn informed us and we, in turn, informed the Raipur police. The location of her call was traced & within a hour she was rescued. It gives us immense pleasure & satisfaction to say that the girl is now a happily married women & a proud mother.

Our next story, number 7, is similar to story number 6 but not with a happy ending. A young couple got married, this time both Hindu’s, but without seeking permission from their parents. When the boy’s parents got to know that their son had married without their permission they went berserk.
They threw the young bride out of their house on the streets. The boy buckled under pressure & abandoned his wife. While pursuing the matter we realised that the girl was a minor. It turned out to be a case of Protection of Children from Sexual Offences ACT (POCSO. This is one of the 8 cases that we have registered under POCSO.

We have also registered 37 cases of Child marriage. These numbers may seem, statistically small & may not look pretty in a bar chart but they are not small by any means.

A boy married a girl without seeking approval of his parents. (Case no CG-1563-W, POCSO). A few days after when the boy brought his wedded wife to his home his parents beat the hell out of her & threw her out on the street. The boy buckled under pressure & refused to accept the girl as his wife. Police refused to lodge her complaint. She called us for help. We got her MLC done and arranged for her shelter & counselling in our Sakhi centre. We found out that the girl was a minor. We persuaded Police to book the boy under POCSO act and his parents were booked under section 323 IPC. We requested Sakhi to continue her counselling sessions & kept the case under observation. Some time later the girl called us again for help. She was cheated by the boys parents who told her to record her statement in favour of the boy and she would be accepted by them as their daughter in law. She fell for the trap. The boy was out of Jail. They beat her outside the jail premises itself. Again we got her medical examination done and reported the matter to the police. We talked to her lawyer and convinced him that he must file a separate application in the court describing her entire story. He has agreed to do so. Her application is in the process of being filed in the Court.
We register a variety of cases. Domestic violence tops the list at 1949 cases with 61 cases of extra marital affairs & 91 cases related to dowry.

But there are many other types. Obscene calls, Eve teasing & Cyber crime comprise about 12% of the total. We have registered 39 cases of Tonahi Pratadan (i.e., declaring a woman in a village a witch) and not to forget the most heinous crime against women, namely, Rape & Sexual Assault. We have registered 36 cases in this category at WHL in 2 years. (TABLE 3).

<table>
<thead>
<tr>
<th></th>
<th>CHILDREN RELATED</th>
<th>DOMESTIC VIOLENCE</th>
<th>SEXUAL ASSAULT</th>
<th>OTHERS</th>
<th>TOTAL</th>
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</thead>
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<td>WHL</td>
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<td>1949</td>
<td>44</td>
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<tr>
<td>OSC’s</td>
<td>Cases Registered at OSC as Walk in Cases</td>
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<td>3025</td>
<td>132</td>
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<tr>
<td>TOTAL</td>
<td></td>
<td>226</td>
<td>4974</td>
<td>176</td>
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</table>

**TABLE 3:** General classification of cases registered at WHL Chhattisgarh on Phone in 2 years, Walk in at OSC Raipur over 3 years & Walk in at 25 OSC’s over roughly 14 Months.
STORY 8: MISCELLANEOUS

An eight year old girl died because of the carelessness of a private hospital. (Case no. CG-842-W, Miscellaneous). After getting bitten by a dog she was not given a Rabies injection in time. On the basis of a complaint lodged by the parents of the deceased girl a high level committee was formed under the chairpersonship of Raipur Medical Association (RMA) to investigate the matter and prepare a report. The report was prepared but parents were not given a copy of the report for almost 1 year. We pursued the matter with RMA until they handed over the Report to the girls parents who submitted it in the court and received an interim compensation of Rs. 10 lakhs. The case is pending in court.

We may not always resolve a case to the satisfaction of the complainant but we never refuse to represent any women who requests us for help. We try to help her to the best of our ability.

We have chosen stories 8 and 9 to convey that we try to deal with all kinds of problems faced by women. Story 8 is that of a family who lost their daughter because of negligence of a private hospital.

Story 9 is the story of a man in Dantewada, Chhattisgarh, whose niece was living in Noida and he suspected that his niece was being abused by her husband. He wanted us to locate her & then help her.

While trying to locate the young lady in Noida we were surprised to know that WHL in UP is not allowed to request police to file an FIR on behalf of the victim. We thought that defeated the purpose for which schemes of WHL & OSC were launched in the first place. We understand 181 number in UP has been allocated to an ambulance service.
A man from Dantewada called us to rescue her niece who was living with her husband in Noida but did not know her complete address. (Case no. CG-3685-W, Miscellaneous). He had phone numbers of the couple but they had not picked his phone for over 2 days. The man said that he had heard that his niece was beaten because she had not brought enough dowry with her. We requested WHL in UP to locate the couple. They asked us for complete address which we did not have. We had a rough idea but not complete address. We requested them to trace the location from their mobile phones but they refused to do so because for that they said the complainant had to lodge an FIR himself/herself and they were not authorised to lodge an FIR filed on behalf of the complainant. And they left it at that. We decided to take the matter in our own hands. We called several police stations in the locality & after a couple of days of calling we traced the couple in Ghaziabad. The story took several twists & turns. But to cut the long story short we got the young niece in Ghaziabad to talk to her uncle in Dantewada who assured him that she was fine & did not want to leave her husband. (Possibly despite having taken a good beating).

Our last story, number 10, is the story of a woman who was saved because one of our colleagues took a firm stand & insisted that police must break her door when the police & the OSC staff had already decided against breaking open the door. Our decision to insist turned out to be a life saving moment for the young lady, who had consumed poison in a moment of weakness.
A boy & a girl got married secretly without seeking approval of either of the two sets of parents. (Case no. CG-3010-W, Domestic Violence). Although, they were living together but the girl was not happy. She wanted to get married socially & used to press her husband for a social marriage. One day her husband went to his parents home to convince them to arrange a social wedding for them. He never returned. The worried wife made several calls on his mobile but the mobile was switched off. Then she called her father in law to enquire about his son. The father in law was abusive & told her that his son will never return to her. The girl was so upset that she picked the phone, called us, to tell that she was going to commit suicide & then disconnected the phone. We tried to call her back. She did not pick the phone. We called the Police & the Sakhi OSC & requested them to reach the girl’s place without any delay. The police and the OSC reached the victim’s residence fairly quickly and knocked on her door. She did not open the door neither did she respond to their or our calls. The police & the Sakhi staff assumed that she must be sleeping & decided to return the following morning to speak with the girl. We did not agree. We did not allow the Police and the Sakhi staff to leave that place without telling us the status of the victim. We requested the police to break the door. The police refused but we insisted and assured the police that we will take the responsibility of consequences of this decision. When the door was broken they found the girl unconscious. She had consumed poison. They took her to Hospital & the girl was saved. The girl did not want to lodge an FIR against the respondent. Both the boy & the girl were counselled but the matter did not get settled through counseling. The Police agreed to lodge an FIR but under section 376 (Rape) and 493 (Deceitful Co-habitation) of IPC & not under 306 (Abatement to suicide) and 506 (Criminal Intimidation) of IPC as we had requested. We wrote an application to SP of the district on behalf of the victim to file another FIR under sections 306 and 506 of IPC. First the SP denied to lodge another FIR saying that only one FIR can be lodged against one incident. We explained to the SP that there were two incidences, undoubtedly one led to the other, but there were two distinct incidences. One came under sections 376 and 493 & the other under 306 and 506. The SP was convinced. He has asked the concerned police Thana to lodge an FIR under section 294 IPC. The matter is active.
TWO YEARS OF AMAN MOVEMENT IN CHHATTISGARH
WAY FORWARD
Ten stories narrated in this report testify that the performance of WHL Chhattisgarh has been outstanding. We treat each case with exceptional care, consideration & sympathy. We do not shy from seeking advice & opinion. We are open to suggestions & anxious to learn. We are polite but persistent & persuasive.

We do not believe in breaking families but refuse to accept that women are always at fault. We believe empowerment of women does not happen by distributing sowing machines. It happens by providing them with access to justice, access to government administration & access to social welfare. In this regard we share the vision of the Union Government & that of the Government of Chhattisgarh.

We are committed to making the schemes of WHL & OSC a success.

We are committed to improve & refine Raipur Model comprising case & financial management systems and software.

Judiciary, unfortunately, has a reputation for being cruel. Seeking remedy from Judiciary is seen as an unending tire some process akin to a curse. 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 work to revive faith of women in Judiciary.

We work to counter the perception of most women that dealing with an abusive husband is easier than dealing with touts, lawyers & judges. PWDV Act is brilliant legislation but grossly under utilised. We work to promote PWDVA. We have recently launched a campaign at WHL J&K to maximise the use of PWDVA.
We are developing systems that will enable us to file a petition under PWDVA & seek an interim order for Protection & Residence of a women suffering domestic violence within 10 working days of a victim giving us consent to take her matter to court.

We have noticed that many men who are accused of violence against their wives do not agree to counselling. They believe it is below their dignity to be counselled. 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 are in advanced discussions with NALSA to integrate NALSA helpline 15100 with WHL/OSC. We are in advanced discussions with University Gants Commission to integrate women study centres in universities/colleges with WHL/OSC.

We have requested Women Study Centre of Ravi Shanker University in Raipur to carry out a critical analysis of a random set of cases of domestic violence, that we have dealt with in the past 2 years, to help us understand how we can improve upon the current unacceptable situation concerning cases of domestic violence.

We have approached Bar Council of India to help us to integrate law college legal aid clinics with WHL/OSC. So far we have not achieved any success with Bar Council but we have, in the mean time, set up a Pilot Project of integration with College Legal Aid Clinic with National Law University, Delhi.

We have started a Pilot project for integration of 1098 - Child line, in Reasi District of J&K with WHL Jammu. We hope to extend the model to various districts of J&K and Chhattisgarh in not too distant future. We admit that we have not utilised even 25% of the potential of schemes of WHL/OSC in Chhattisgarh but we are firmly on course.
Crime against women happens in all countries of the world. But what distinguishes one country from the other is how a country treats the women after she has been a victim of violence.

We follow the design & guidelines of WHL/OSC as closely as possible. We do not only work to empower women in terms of providing them with access to justice and/or access to government administration and/or access to welfare but we also work to promote their equality & restore their dignity.

We work to improve India’s poor record of treating women with dignity after they have suffered violence.

We are standing by their side in Chhattisgarh, Jammu & Kashmir & in Assam. We work to heal her wounds so that they can stand tall & with dignity.

- Team AMAN MOVEMENT.ORG
Aman Movement is an initiative by

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TWO YEARS OF AMAN MOVEMENT IN CHHATTISGARH

AMAN MOVEMENT

PROGRESS REPORT 2016 - 2018

In the integrated system of Universal Women Helpline (181) and Sakhi - One Stop Centres in Chhattisgarh

A Summary of Learnings and Case Studies by THE AMAN MOVEMENT