

ADMINISTRATION AND FUNCTIONING OF SAKHI-ONE STOP CENTERS (OSC) IN KARNATAKA, ANDRA PRADESH AND TELANGANA STATES OF SOUTH INDIA': SOME PRELIMINARY OBSERVATIONS

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Abstract

Violence is common phenomena and part and parcel in all civilized societies. Violence against women is one of the most methodical and ubiquitous human rights violations in the globe since the time immemorial. Basically violence is type of gender targeted and rather than individuals due to the faulty structure in the society. Violence against women has no border or like age, class social, educational, economical, caste, class, geographic etc. It affects all types of societies today without any doubt. Various schemes have been implemented by Govt. to avoid hostility and violence against women. Sakhi- One-Stop Centre (OSC) is one of the key schemes among them implemented by the Govt. through Nirbhaya fund (GoI). OSC is crated to support all women and girls exaggerated by various types of violence's, in private and public spaces and even at home too. These center shave found vital interventions and become extremely useful in providing emergency and comprehensive services including legal, psychological and medical aid under a common roof for the women victims round the clock. Till date around 360s such OSC centers have been created by the Ministry of Women and Child welfare, GOI across the country. The aim of the current study is to find out administration and functioning of Sakhi One Stop Centers (OSC) in Karnataka, Andra Pradesh and Telangana States of South India using empirical technique and concludes that OSC centers need more urgent reforms and need changes in the style of its functioning.

Keywords: *Violence, across, emergency, psychological*

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Introduction and Background

Violence started along with society. Violence has a very long history. Today women are being harassed in a different ways both at home and the office. Violence has no border like age, class, caste, education status, marital status, culture, tradition etc. In a fast moving society physical, sexual, emotional, psychological abusing a woman has become a part and parcel of the contemporary issues are growing like anything. Experts say it is not the individual level rather the problem is because of societal faulty structure (Ray and others 2012). Violence's are being lead o have issues like trafficking. Domestic, honour killings, witch-hunting etc also. Various Governments have brought different policy measures to curb violence against women in India. Still it is a never-ending problem.

Psychologists are of the opinion that different types of violence is affecting on women security, self-esteem, rights and dignity. As and when technology is fast moving women are being severely pushed to the vicious circle of violence. In the last 5 years violence is becoming a hot political move as violence against women is as strong as to change a government also. We should be more focus on violence against women because it is not an ordinary issue which is a hind hindering almost half of the entire population of the country (Bisika, 2010).

Because of many social cultural reasons women is being sidelined today in every field. Experts have come out with the gender index to measure gender equality, safety and fair treatment that can be measured today in types of societies. In 2016 India has ranked 130 out of 146 in case of gender inequality index as per the UNDP report. The most interesting part of this report is when the researcher had an interview of Indian bureaucratic they have opened that gender equality has achieved in the last five years in India. However, women are not being equally provided opportunities in administration politics industry etc. However if you go through the budget and various state policies women are not being properly focused in India(Varghese and others, 2013), Due to the various protestation awareness creation, today a lot of provisions are being given to women in education health finance jobs etc.

Women are a weak agency in any society. She is not only being tortured inside the office but also being tortured the different ways at home also. Hence it is strongly argued that gender sensitization programs, gender based approach of affirmative action's should be taken in a war foot manner for the inclusive development of women. More over we need to new approach to avoid domestic violence (Kabeer, 2015).

Any inclusive development are developed society should have gender equality as a good practice. The purpose of inclusive development for women should be equity for equality. Feminist are under the opinion that masculine Society for male dominant society is one of the major hurdles for the inclusive development of women. They argue that just because of their today women are being rejected are being sidelined in each and every field. She is not being given in a proper opportunity to access resources (Simisterand Mehta 2010). New act is being implemented punish the culprits to the maximum. To avoid violence against women where government is have implemented various schemes and programmes including Sakhi one stop centre to provides a comprehensive services to the deprived women.

The One-Stop Centre (OSC)

The One-Stop Centre is one of the major programmes under Nirbhaya fund. In the first phase, around 360 such OSC centers (in the selected districts of every state) have been established till date in each State/UT to facilitate access to an integrated range of services including medical, legal, and psychological support. The OSC centers have been integrated with 181 and other existing help lines. However, study reports say these centers are suffering with some structural and functional issues and under per forming. They are not serving the purpose for which it has been established. They have some issues which need to be sort out soon.

One Stop Centre/s (OSC) is a programme of the Govt. of India intended to support women affected by violence, in private and public spaces, within the family, community and at the workplace. The scheme is being implemented through States/UTs from April 2015. Women having above mentioned problems will be referred to the OSC for the required and specialized services. These Centers have been established across the country to provide

integrated support and assistance under one roof for the women affected by any type of violence, both in private and public spaces in a phased manner. Hence the idea is to provide them all assistance at one place maintaining their privacy (Sources; Ministry of Women and Child Development, 2016).In Karnataka the OSC centers have been merged with Gelathi scheme.

The objectives of the Scheme are:

(Extracted from Ministry of Women and Child Development, 2016)

- “To provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof.
- To facilitate immediate, emergency and non - emergency access to a range of services including medical, legal, psychological and counselling support under one roof to fight against any forms of violence against women.
- The OSC will support all women including girls below 18 years of age affected by violence, irrespective of caste, class, religion, region, sexual orientation or marital status”.

(Sources; Ministry of Women and Child Development, 2016)

Specific Objectives of the Current Study

1. To study the organizational set up for the functioning of One Stop Centers in Karnataka Tamil nadu and Andra Pradesh states of South India;
2. To find out the quality of services provided by One Stop Centre’s for an effective programme performance;
3. To reveal the barriers, challenges and remedies for the better implementation of the scheme

Research Design

(A) Universe of study

Study has been conducted in the selected ten districts of Karnataka, Andra Pradesh and Tamil nadu states of South India. Districts will be selected based on the various crimes reports/parameters.

B) Research Settings:

Study is survey based conducting with OSC and its staff, beneficiaries, concerned Govt officials, NGOs in the real social settings in the above three states. Scope of the data collection includes structural attributes of the OSC centers, working style of the centers, beneficiaries' perceptions, service extended, success stories, problems in the service delivery –etc.

C) Sampling Design and Procedure

The main samples for the study are OSD centers and its staff and the beneficiaries

a. Selection of the OSD Centers:

From Karnataka state Ten OSC Centers, Five OSC Staff, 120 beneficiaries, (12 from each centre), Five Dist and State officials and Four NGOs have been selected. Also Five focus group studies have been done with the community members to get their perception. In Telanagana 10 OSC Centers, Five OSC Staff 120 of beneficiaries, Five Distant State officials 4 NGOs have been selected. In Andhra Pradesh state 10 OSC Centers, 5 OSC Staff, 120 beneficiaries, Five state and Dist officials and Four NGOs have been selected for the study. Finally a total of 30 OSC centers, 360 beneficiaries and 15 Govt. officials (State and Dist), 12 NGOs have been selected for the current study. While selecting OSC centers purposive sampling technique have been used.

b. Selection of the Beneficiaries:

Beneficiaries have been selected using purposive sampling technique. Beneficiaries who received both medical and legal services have been highly preferred while selection for the study. Structured interview scheduled have been used to get their response. Also few Dist and State officials and four well-established NGOs have been interviewed.

Data Analysis

The Quantitative data has been analyzed using SPSS software and the qualitative data has been analyzed using hyper research software.

E. Tools for Data Collection

1. Survey
2. Interview
3. Focus group study
4. Case studies
5. Institutional ethnography (for NGOs)

F. Source of Data Collection:

1. OSC centers
2. Beneficiaries
3. District and state women and child development officials
4. Local NGOs
5. Community members

Approximate 30 questions are planning to ask from each respondent.

Result and Discussions

A. Administration and Functioning of One Stop Centers (OSC)

1	Particulars	Andra pradesh		Telanagana		Karnataka*	
		N-11	%	N -11	%	N -11	%
	Own	7	63.1%	10	96%	11	100.0
	Rented	3	27.2 %	1	4%	--	--
	other	1	9.7 %	--	--	---	--
2	No. of meetings of Management Committee held for review the progress/ function of the centre						
	1) 1-3	2	18.1%	3	27.2%	2	18.8%
	2) 3-5	8	72.72%	6	54.5%	5	45.4%
	3)More than 5 times	1	9.7%	2	18.8	4	36.3%
	4 no meeting	---		---		----	
3	Domestic						

	violence cases registered at the centre (last six months)						
	Below 18	14	-	15	-	21	--
	18-35 yrs	24	-	21	-	43	--
	36-50 yrs	54	-	32	--	41	--
	60 and above-	19	--	12	-	11	--
4	Rape cases registered at the Centre:-						
	Below 18	5	--	8	--	3	--
	18-35	9	--	5	--	8	--
	36-50	2	--	1	--	6	-
	60 and above-	--	---	--	--	--	--
5	Sexual offence / sexual harassment cases registered at the centre:-						
	Below 18 yrs	7	--	9	--	21	--
	18-35 yrs	18	--	22	--	4	--
	36-60 yrs	5	--	6	--	8	--
	60 and above-	---	--	--	--	--	--
6	Acid Attack cases registered at the Centre:-						
	Below 18 yrs	1	--	2			
	18-35 yrs	3	--	2	--	4	
	36-60 yrs	1	--	1	--	2	
	60 and above	---		2	--	---	
7	Number of trafficking cases registered at the Centre:-						
	Below 18 yrs	5	--	8	-	4	--
	18-35 yrs	3	--	5		8	-
	45-60 yrs	5	--	3	-	4	-
	60 and above-	---	---	-	-	-	-
8	Number of Missing/kidnapping/Abduction cases						

	Below 18 yrs	11	--	5	--	9	--
	18-35 yrs	7	--	8	--	4	--
	36-60 yrs	2	--	9	--	6	--
	60 and above						
9	Number of Cybercrime cases registered						
	Below 18 yrs	2	---	4	--	1	--
	18-35 yrs	1	--	--	--	---	--
	36-60 yrs	--	--	-	-	--	---
	4.60 and above	--	--	--	--	--	--
10	Number of Dowry Harassment/ death cases						
	18-35 yrs	11	--	25	-	32	--
	36-60 yrs	21	--	14	-	13	--
	60 and above-	--	-	--	-	--	--
11.	No. of orientation/w orkshop organized for Government officers/Judiciary/Legal Expert/Police officers/ NGOs/Staff of OSCC :						
	1) 1-3	5	45.3%	6	54.5%	7	63.6%
	2) 3-5	4	36.4%	2	18%	2	18.3%
	3)More than 5 times	2	18.3%	3	27.2%	3	27.2%
12.	No. of awareness generation activities organized (if any)						
	1) 1-3	7	63.6%	9	81.8%	8	72.7%
	2) 3-5	4	36.3%	2	18.1%	3	27.2%
	3)More than 5 times	--		---		---	
13	Number of Child sexual abuse Cases						

	registered at the Centre:-						
	1) 5-7(age)	9	--	11	--	11	--
	2) 7-10	11	-	4	--	8	--
	3)above 10	14	-	12	--	18	--
14	Number of child marriage cases registered at the centre:-						
	5-10 (age)	14	--	15	--	19	--
	10-15	9	-	4	-	3	--
	Above 15- below 18	11	--	14	--	7	--
15	Number of Hohonour killings, witch-hunting, cases registered at the centre						
	Below 18	2	--	3	--	2	--
	18- 35	1	--	1	--	1	--
	45-60 yrs	----	--	--	--	---	--
	60 and above	----	--	--	--	---	--

* OSC merged with Gelathi scheme

B. Details About Services And Problems Of The OSC Centers

Particulars		Andra Pradesh		Telanagana		Karnataka	
1	Are you providing these services to the victims immediately						
	Emergency response and rescue services	10	90.0%	11	100%	11	100.0%
	Medical assistance	11	100%	10	90%	9	81.8%
	Assistance to women in lodging FIR/ NCR/DIR	9	81.8%	11	100%	11	100.0%
	Psycho-social support/ counseling	11	100%	10	90%	10	90.0%
	Legal aid and counseling	11	100%	11	100%	9	81.8%
	Shelter	11	100%	11	100%	11	100.0%
	Video Conferencing Facility	10	90.0%	9	81.8 %	10	90.0%

2	Are you providing Radio Cab Agency or Taxi Service, to the victims						
	1.Yes	11	100%	11	100%	11	100%
	2.No	-	--	-	-	-	--
	3 Some time	--	--	--	-	--	--
3	Do you have all these facilities at the centre						
	Video Conferencing	3		2		4	
	Counselor/Medical Consultant	11	100%	11	100%	11	100%
	Toilet	11	100%	11	100%	11	100%
	Short Shelter homes	11	100%	11	100%	11	100%
	Beds	11	100%	11	100%	11	100%
	Pantry	10	96%	11	100%	11	100%
	All the above						
4	Services provided at the centre in the last one year :						
	Number of legal aid/counseling support provided	23	47.8	32	--	31	--
	No. of medical assistance provided	21	--	27	--	35	--
	No. of police assistance services provided	13	--	14	--	36	--
	No. of cases in which shelter support required	14	--	18	--	13	--
	No.of psycho-social support/counseling support provided	21	--	19	--	18	--
	No. of cases in which survivor linked with the government Scheme	25	-	16	--	18	--
	Number of cases convicted	4	--	5	--	7	--
5	In case the woman was provided temporary shelter at Centre, she must be provided with a Basic						

	Kit having soap, comb, shampoo, hair oil, sanitary pad, tooth brush, tooth paste, diapers (in case of infants); Are you providing these at your centre						
	1. Yes	10	90%	11	100%	11	100%
	2.No	1	4%	--	--	--	--
	3.Some time	--	---	--	--	--	--
6	Are you getting good support from the higher authority						
	1. yes	11	100%	11	100%	11	100%
	2. no	-	--	-	---	--	--
7	Human resources available at each centre						
	Centre Administrator	1	-	1	-	1	-
	Case Worker	1	-	1	-	1	-
	Police Facilitation Officer (PFO)	1	-	2	-	1	-
	Para Legal Personnel/ Lawyer	1	-	1	-	2	-
	Para Medical Personnel	---	-	--	-	1	-
	Counselor	2	-	1	-	2	-
	IT Staff	---	-	1	-	1	-
	Multi- Purpose Helper	1	-	1	-	2	-
8	How many times these management committee members have attended the meeting ?						
	District Magistrate/Commissioner	3	27.2%	2	18%	4	36.3%
	Superintendent of Police	3	27.2%	4	36.3%	1	9.0%
	Secretary, District Legal Service Authority	1	9.0%	2	8%	2	18.1%
	Chairperson of District Bar Council	0	--	0	--	0	

	Chief Medical Officer	2	18.1%	0	--	5	45.4%
	District Programme Officer (DPO)/Protection Officer (PO)	3	27.2%	3	27.2 %	7	63.6%
	District Panchayat Officer	0	--	0	--	0	--
	Members of the Civil Society	2	27.2%.	0	--	1	9.0%
	Project officer ITDA/ITDP	0	--	0	--	0	--
9	Any engagement with these stakeholders						
	NGOs	7	63.6%	5	45.4 %	8	72%
	Civil society groups,	6	54.5%	5	45.4 %	6	54%
	women's organization	3	27.2%	2	18%	4	36%
	Colleges/universities	6	54.5%	1	9.0%	2	18%
	All the above	1	9.0%	0	---	0	--
10	Have you provided accommodation within a hospital or medical facility or near?						
	yes	10	90.0%.	11	100%	11	100%
	No	1	10.0%.	-	--	-	--
11	Does short homes have these facilities						
	Beds	11	100%.	11	100%	11	100%
	Food	11	100%.	11	100%	11	100%
	Security	11	100%.	11	100%	11	100%
	Recreation/entwinement	11	100%.	--	100%	--	---
	Counseling	11	100%.	11	100%	11	100%
	Job training	8	72%	2	27.2 %	1	9/0%
12	Does OSC will facilitate the lodging of FIR/NCR/DIR						
	1.Yes	11	100%	11	100%	11	100%

	2. No	-	--	--	--	--	--
13	Number of convicted in different cases (if any)						
	Domestic violence	2	--	2	--	4	--
	Rape cases	1	--	4	--	2	--
	Abusing	-	--	-	--	1	--
	Molestation	-	--	-	--	1	--
	Acid attack	-	--	-	--	--	--
	Trafficking	-	--	-	--	--	--
	Kidnap	1	--	-	--	3	--

Date shows in Andhra Pradesh 63% OSC centers are working in own buildings where in case of Telangana around 96% OSC centre's are working in own buildings and in Karnataka all OSC centers are working in own buildings. The majority OSC centers have been attached the Dist hospitals in all three states. Regarding meetings of management committee, in Andhra Pradesh 80% of them said meetings are being held maximum three times in a year. Some time they are doing meetings four to five times in a year depending on the situation. In case of Telangana 27% OSC Centres are conducting its general meetings Three times in a year where in case of Karnataka 18% OSC centers are conducting meetings three times in a year. In Telangana 54% OSC are conducting meetings five times in a year. Various issues will be discussed here.

In case of registration (Over the last 6 Months) of the different cases in the studied OSC centre's we found 14 domestic violence cases have been registered in Andhra Pradesh in the last six month where the victims are below the age of 18. In Karnataka 41 domestic cases have been registered where the victims are between the age group of 36 to 50. In case of Telangana 32 cases have been registered where the victims are between 36 to 50 years of age. Regarding rape cases registered 5 cases have been registered where the victims belongs to the age group of below 18 in Andhra Pradesh state. Next, 8 cases have been registered in Telangana and 3 cases registered in Karnataka where the victims are below the age group of 18. Next, in case of registration of sexual harassment cases 18 cases in Andhra Pradesh have

been registered where the victims are below the age of 35 and 22 cases have been registered in Telangana where the victims are below the age of 35 and 4 cases have been registered in case of Karnataka where the victim are below the age of 35.

In case of acid attacks 5 cases have been registered in Andhra Pradesh where the victims are between the age group 18-35. In case of Telangana 8 cases have been registered and in case of Karnataka 4 cases have been registered in the above age group. In case of trafficking cases 3 cases have been registered in Andhra Pradesh where the age of the victims is below the age of 35. In Telangana Five cases have been registered where the victims age is below 35. In Karnataka 8 cases have been registered where the victim's age is between 18 to 35. In case of Telangana 3 cases have been registered where the victim belongs to the age group of above 60. Regarding kidnapping and abduction cases, 11 cases have been registered in Andhra 5 cases have been registered in Telangana 9 cases have registered in Karnataka where the victims are between the age group of 18 to 35. Further 2 cases from Andhra Pradesh 9 cases from Telangana 6 cases from Karnataka have been registered where the victim's age is around 60 and above. In case of Cyber crimes registered in One Stop Centers it is found that 2 cases in Andhra Pradesh 4 cases in Telangana and 1 case in Karnataka have been registered. Victims are not showing interest to complaint about cyber crimes it they face. In case of number of dowry harassment cases, 11 cases from Andhra Pradesh 25 cases in Telangana 32 cases in Karnataka have been registered where the victim belongs to the age group of 18 to 35. It shows considerable number of cases are being registered in One Stop Centers but we found these cases are not reaching to the FIR stage. In the majority cases counselors at the OSC will go for a diplomatic solution or amicable settlements.

In case of number of orientation programmes organized by the OSC centers for Government officers, Judiciary, Legal experts and the Police officers we found 45% OSCs in Andhra Pradesh 54% OSCs in Telangana and 63% OSCs in Karnataka have done such workshops for more than 3 times in a year. Next, 36% OSCs in case of Andhra Pradesh, 80% OSCs in case of Telangana and 18% OSCs in Karnataka have organized such programme only one time in a year. It also shows 27% OSCs centers in Telangana have conducted such programs for about more than 5 times in a year. Such workshops need to be

conducted more and more numbers so that all stakeholders will be aware about the functions of one stop centre. In case of number of awareness generation activities organized for the general public, it is found that 63% OSCs in case of Andhra Pradesh 81% OSC in case of Telangana 72% in case of Karnataka have done such programs for more than 3 times in a year. Further few OSs centers have done such programs for more than 5 times in a year in all the three states.

In case of number of child sexual abuse cases registered at the centres 9 cases in Andhra Pradesh 11 cases in Telangana and in Karnataka 11 cases have been registered where the Childers' age is between 5 to 18 years. In case of number of child marriage cases registered at the OSC centers, 4 cases in Andhra Pradesh 6 cases in Telangana and 6 cases in Karnataka have been registered where the children belongs to the age group of 5 to 10. A total of 16 cases have been registered where the childs' age group is between 10 to 15 years of age. Around 32 cases have been registered where the child belongs to the age group of 15 to 18 age group.

In case of number of honor killings, which hunting cases registered at the OSC cents around 7 cases have been registered in all three states where the victim is below the age of 18 and around 13 have been registered where the age between 18 to 35 years . In case of sex selective abortion registered in the centers highest cases have been reported from Karnataka where the victim's age is below 18. Around 8 cases have been registered from all the three states where the victim's age is between 18 to 35 year. In case of suicide cases, around 5cases have been registered where the applicants age is between 10 to 18 years and around 4 cases have been registered where the victims' age is between 18 to 30 years.

Details about Services and Problems of the OSC centers

Almost all one stop centers are providing emergency response to the victims and all centers are providing need based medical assistance to the victims wherever required. OSC centers are providing required assistance to women in lodging FIR and all OSC centers in all three states are providing short term shelters to the needy women to get temporary relief. Around 81% OSC centers in Karnataka are providing psychosocial support to the victims and rest of

the OSC centers needs to have such programme. We also found that all OSC centers are providing taxi services to the victims if it is required.

All centers have medical consultants. Only 24% OSC centers have video conferencing facilities as we found. Other different services provided to the victims include legal aid support psychological support, shelter support etc. In Karnataka and Andhra Pradesh around 32 legal aid facilities provided to the victims in the last one year. In Andhra Pradesh all victims have been linked to the various government benefit schemes. Highest number of convicted cases can be seen in Karnataka filed by the different OSC centers. We also found that all shelter homes at one stop centre in all states have required facilities to be provided to the victims. All OSC centers claim that they are getting good support from the government.

In case of human resource availability in the OSC centers, we found that they have a decent level staff in all centers. However, in few OSC centers (42%) qualified work force needs to be filled in as soon as possible. There is a separate Management Committee to looking after the functioning of OSC centers with different stakeholders as members. In Andhra Pradesh District Commissioners have shown interest in attending OSC meetings whenever required. In Telangana, Superintendent of Police is attending almost all meetings. In Karnataka chief medical officers and high level officials are attending management committee meetings without fail.

Panchayats officers are not attending any such meetings in any state. In case of special engagement with various stakeholders it is found that 7 OSCs' centers in Andhra Pradesh, 5 OSCs in Telangana and 8 in Karnataka have an association with the local NGOs. Around 17 OSC centers have an association with various civil society groups and around 9 OSCs have an association with women's organization. Around 54% of OSC centers in Andhra Pradesh have an association with the local colleges and the Universities. Only 9% in Andhra Pradesh have an engagement with all above three stakeholders.

It is found that almost all OSC centre's have provided medical facility in the nearby places. Only 67% OSC centre's in Andhra in Telangana are providing job training where 72% of OSCS in Andhra Pradesh, 90% of OSC centre's in Karnataka are providing job training to the victims. We found almost all OSC

centre's have proper security and grievances redresses mechanism. Around 95% have claimed that they are having regular social audit process. In case of convicted cases, the majority cases are falls under the domestic violence only. In case of Telangana 3 people have been convicted in rape case. Further ,we also found that almost all OSC centers have CCTV facility. Advocacy and transportation facility are well maintained. We found that shelter houses have some problems. They have problem with the manpower, counsellors, etc. They need good fundamental facilities to deliver the service. OSCs are providing rescue and referral services to the women affected by the all types of violence's. For this, linkages have been developed with the existing mechanisms such as National Health Mission (NHM), 108 service, police so that the woman affected by violence can be rescued from the location and referred to the nearest medical facility (Public/ Private) or shelter homes

Opinion of the Beneficiaries

We have interviewed few beneficiaries of the OSC centers in the preliminary stage. In case of behaviour by the OSC staff around 23% from Karnataka 21% from Andhra Pradesh 9% from Telangana beneficiaries opined they had not treated properly by the OSC staff. In case of availing facilities 18% from Karnataka 14% from Andhra Pradesh and 10% from Telangana opined of getting required facilities on time from the OSC centre. In case of medical and police services 17% from Karnataka 14% from Andhra Pradesh 13% from Telangana said they are not getting on time medical as well as police services. We found that 65% in Karnataka 78% in Andhra Pradesh and 71% in Telangana are satisfied with the shelter homes provided by the OSC centers. Further 72% from Karnataka 78% from Andhra Pradesh and 71% from Telangana are happy with the functioning of the OSC centers in general with minor issues. In case of problems with OSC centers the majority beneficiaries opined fundamental facilities, manpower, shortage of counsellors, maintenance issues are some of the major issues with the OSC centers. Next, 16% from Karnataka 13% from Andhra Pradesh and 25% from Telangana are not having faith on the OSC centers relating to the maintenance of their confidentiality. Further, we found that 17% from Karnataka 21% from Andhra Pradesh 20% from Telangana beneficiaries are not sure that staff of OSC centers is skilled enough in handling different

cases. The majority beneficiaries opened shelter homes needs to be upgraded and more efficient staff needs to be recruited.

We also interviewed the co-ordinators or administrators of OSC centre to capture their experience. The study shows that all centers in all three states are maintaining proper protocol given by the government and web based management system and they are giving unique ID card to all the victims who are approaching One stop Centre for the various reasons. All OSC centers are providing quarterly reports for the government regularly. Almost all OSCs are claiming that they are getting good support from the government. We also found that all centers are having a good connection with the National Health Mission and 108 service and police to get any emergency help.

All OSCs Centre have empanelled lawyers and district legal authorities for legal services. In case of capacity only 27% in Andhra Pradesh 27% in Telangana and 18% in Kerala can provide accommodation for more than 10 women at a time in their centers. Rest of them have only small shelter homes. Next, 18% in case of Andhra Pradesh 9% in Telangana and 25% in Karnataka are not providing text messages, documenting case studies and success stories in a given format to the next higher authority. Around 18% in Andhra Pradesh, 27% in Telangana and 9% in Karnataka have claimed that higher authorities are visiting OSC centers more than three to five times in the year. All centers are conducting steering committee meeting and Management Committee meeting regularly and co-ordinators are personally supervising all the cases without fail and also their claim that they are coordinating regularly with various stakeholders regarding the proper functioning of the centers

Further they opined CCTV footages will be under the strict vigilance. OSC are maintaining CCTVs footages minimum ½ years for the court cases and they claim that they are not using any camera during counselling sessions as per the given protocol. In case victim is unable to go to the police station a police officer visits her home to record her statement. We further found that some confusion over strict compliance of protocols developed by the Ministry of Health and Family Welfare Government of India. Almost all centers are creating awareness about legal rights of a victim. We found that

IT staff of all the centers are maintaining strict privacy with regard to data generation and ensure that name and other details of aggrieved women remain confidential in each step and also they are taking appropriate action to protect the witness if required. As per the protocol One stop Centre must have emergency amount of Rs.10000/- but not all of them. All OSC centers have claimed that they have minimum infrastructure to meet any emergencies. They also claim that they have taken every appropriate action so that details about beneficiaries will not leak to media or other stakeholders in any way.

Findings

1. OSC centre are highly critical intervention and has become useful to get all required service under one common roof for the victims
2. Publicizing such centers is in need of the hour
3. Even after four years of the establishment of OSCs, there are complaints regarding their malfunctioning
4. All most all studied OSC centre are violating SOP issues by the MWCD in one or other way
5. Considerable number of cases is being registered in One Stop Centers but we found these cases are not reaching to the FIR stage.
6. Half the employees (67%) at the Sakhi centre haven't gone through the training session organized by the National Institute of Public Cooperation and Child Development (NIPCCD)
7. In the majority cases counsellors at the OSC will go for a diplomatic solution or amicable settlements.
8. Management Committee held for review the progress/ function of the centre is irregular
9. In majority OSC centers (42%) qualified work force needs to be filled in as soon as possible.
10. Shelter homes needs some more improvement measures in all respects
11. Standard operating procedures booklets are being printed only in state languages. Basically they are supposed to be printed in Hindi and English too.

Conclusion

OSC centers are meant for providing solution under one common roof. However OSC centers have some issues needs to resolved soon. OSC centers should follow SOP issues by the MWCD. We found More publicity for the OSC centre is required OSC centers also must be expanded to the Talook level too. Also Good Manpower with job security is need of the hour. Govt must provide solid fundamental facilities are required for all OSC. Expert felt shelter homes needs to be upgraded CCTV and web based system need more in place. We suggest each centre must have its own vehicle to meet any emergency. Engagement with the other stakeholders like NGOs, colleges should be done soon. We found those standard operating procedures booklets are being printed only in state languages. Basically they are supposed to be printed in Hindi and English too. We found OSC staff have some problems including job security, harassment by the higher authority, less payment etc. They are not being paid regularly also. All these issues are the hurdles for this scheme which need urgent solution.

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