

Workshop for State Commissions for Women at LBSNAA, Mussoorie 19 – 21 June, 2019









BACKGROUND:

The National Gender Centre (NGC) has been running under the aegis of Lal Bahadur Shastri National Academy of Administration (LBSNAA) since 1995. Bringing gender into the mainstream is the first step towards addressing the related issues in entirety and Lal Bahadur Shastri National Academy of Administration has been successful in ensuring the mainstreaming of gender training into all courses at the LBSNAA viz. Induction trainings and in-service mid-career training programmes. Working towards this end, the Centre, has been actively involved in designing and conducting thematic workshops, programmes and trainings including Training of Trainers (ToTs) for trainers and policymakers in order to enhance gender sensitization as well as increase capacities for gender analysis and gender planning.

NGC, over the past 24 years, has collaborated with several national and international organizations both to enhance gender sensitization and to increase capacities for gender analysis and gender planning. NGC has organised four programmes in collaboration with the Ministry of Women & Child Development, namely, Capacity Building programme for State Commissions for Women, Workshop on Gender Budgeting, Joint Training Programme for IAS, IPS & Judiciary on Violence against Women and Girls and a Workshop for District Collectors on Declining Child Sex Ratio in 2018-19. Apart from this, NGC has also organised programmes for District Administrators with NITI Aayog, International Food Policy Research Institute and UNICEF on Nutrition Challenge and Early Childhood Development in 2018. Different pedagogical tools are used for these workshops such as movie screenings, group discussions, sessions by eminent guest speakers etc which also help in widening our perspective on the subject.

As one of its many initiatives, NGC had mooted a proposal last year for conducting Capacity Building workshop for State Commissions for Women with Ministry of Women & Child Development. With the Ministry's positive response, the first programme was conducted last year in March with more than 30 participants from 18 states.

The response received was absolutely encouraging and LBSNAA was approached by National Commission for Women to do a customized programme for the Chairpersons, Members and Member Secretaries. This programme, was conceptualized taking into account the feedback that we had received from the last programme and the design of the 2.5 days' event was a balanced mixture of conceptual understanding and practical inputs.

The National Gender Centre organized the second round of capacity building programme, from 19th – 21st June, for the chairpersons and members of the State Commissions for Women and the National Commission for Women at Lal Bahadur Shastri National Academy of Administration, Mussoorie, with an aim to engage in deliberations and dialogue on multiple themes dealing with women related issues.

PURPOSE:

Over the course of 2.5 days from $19^{th} - 21^{st}$ June, 2019, LBSNAA, Mussoorie saw approximately 35 participants from State Commissions and National Commission for Women across 17 states engage in brainstorming deliberations and deep diving into the multiple facets involved while dealing with women issues – be it societal in nature like patriarchy or stakeholders like media, the laws related to women and the challenges that obstruct the path forward.

WELCOME & INTRODUCTIONS:

The workshop began with Ms. Aswathy S, Executive Director, National Gender Centre, LBSNAA welcomingall the participants and introducing Smt. Rekha Sharma, the Chairperson of National Commission for Women. Ms. Aswathy highlighted that this workshop was a result of the efforts of Smt.



Rekha Sharma and National Gender Centre to do a follow-up capacity building workshop for the State Commissions after the "Workshop for State Commissions for Women" (12 -14 March, 2018) held one and a half years back. Smt. Rekha Sharmahad been the acting Chairperson of the National Commission for Women for a considerable time before taking on the role of the Chairperson in August, 2018. She has been an active a member of civil society organizations and an avid supporter of women's issues. She has been part of 50 enquires, has worked

extensively on areas of women's liberties and rights and has been actively advocating for improving conditions of women prisoners, Indian women deserted by NRI husbands and sexual harassment of women at workplace. She has also spearheaded initiatives to promote better standards of living for wives and children of soldiers in order to make them more self-reliant.

INAUGURAL SESSION:

In her inaugural address, Ms. Rekha Sharma, highlighted that one of the over-arching purposes of the

workshop was to understand the commonality and multi-faceted aspects while working on women related issues. While there is the legal aspect which relates to the laws related to women, the constitutional and legal rights on one hand; there exists the societal pre-conceived notions of the roles ascribed to men and women, boys and girls on the other. She highlighted how the notion of gender deeply engrained in the lives – from the clothes we wear, to the jobs we choose, to our patterns of going out – affects both men and women, dominating our lives, passing from one generation to another.



She stressed on how, as members of commissions that deal so closely with women's issues, it is essential to be sensitive to these dynamics. Drawing from her wide experience in dealing with women prisoners, she highlighted how the visits to meet women prisoner are for the welfare of the lady and yet we fall into the trap of asking what her crime was and judging her.



She also highlighted an extremely crucial aspect of our daily lives – the use of social media and how sensitive everyone should be while posting any matter on social media. Quite succinctly, she highlighted that even thought the participants come from different political backgrounds as members of the State and National Commission for Women, when it comes to interaction with media, they should avoid giving out wrong information. In all of this, communication – both verbal and non-verbal

becomes extremely important because any gesture, hand movement, body language — be it while interacting with victims or with other stakeholders — may be perceived as inappropriate in nature.

In short, Ms. Sharma tied the multiple facets of issues related to women and the multiple stakeholders of gender-related issues and how all of us need to not only address these but address in the right way. She ended her address by saying that everyone should be open mindset to bring about a positive change in our daily lives. She thanked everyone, including the participants for their valuable time and NGC, LBSNAA for organizing this workshop.

Ms. Aswathy introduced Ms. Kamla Bhasin as one of the foremost trainers in the field of gender and education in India today. A social activist by training, she has been involved in issues related to development and gender since the 1970s. She has been associated with UN for 27 years, having worked in the Food & Agricultural Organization before she quit in 2002. Since then, she has been involved in the field of gender, understanding patriarchy and spearheading the agenda of gender equality. She currently is



associated with Sangat – A Feminist Network as Adviser, as well as JAGORI, a Women's Resource and Training Centre and Jagori Rural Charitable Trust as an active member. She is the South Asia Coordinator of One Billion Rising, a global campaign to end violence against women and girls; Co-Chair of the worldwide network Peace Women Across the Globe; and member of South Asians for Human Rights (SAHR).



Before Ms. Bhasin's session, an entry questionnaire was handed out to all participants that they were expected to fill and submit before the session. The purpose of this entry questionnaire was to capture the existing knowledge and understanding of the participants on topics of gender and related aspects. An exit questionnaire would be conducted at the end of the workshop to capture the difference in learning and hence serve as a metric for the effectiveness of the programme. Once all

participants had submitted the entry questionnaire, Ms. Kamla Bhasin took to the stage to share her thoughts on Gender, Patriarchy, Men & Masculinity and to clarify each of them and their interlinkages over a day-long session.

Day One

Sessions: 1-4

Gender, Patriarchy, Men & Masculinity-Ms. Kamla Bhasin

Ms. Kamla Bhasin thanked National Commission for Women and National Gender Centre, LBSNAA for organizing the workshop and succinctly captured the purpose of the programme as to bring synergy between all. Explaining that the term 'synergy' is made up of two words: 'Syn' meaning collective and 'energy'. Synergy implies collective energy that each and every participant had to engage in. She started off by saying that she has been understanding gender since 1970. The



reason is because gender is not a subject but a perspective of looking at everything like gender in technology or gender and media or gender and budget; and given the ever-changing dynamics, the inter-causal relations of gender with everything around all also keep developing.

To put this into context, Ms. Bhasin explained how the Women's movement began in 1970s and having Women Commissions was a demand of the women's movement. She reiterated the point Ms. Rekha Sharma had beautifully brought in saying how as members of the commissions, the participants were expected to rise above the party lines.



Emphasizing the mandate adopted as part of Universal Declaration of Human Rights, 'All human beings are born equal and free with dignity and rights', she highlighted that divisions still exist based on caste, sex, religion, etc. It is here that she introduced the central word of the theme – 'gender'



to the audience and asked what gender is according to them. A term everyone hears almost on a daily basis and thinks they understand what itmeans butisn't sure. Using a simple example, she explained how while we can see 99% of the baby, except for the private part, it is difficult, almost impossible to identify if the child is a girl or a boy, thereby implying that there is no different between a girl or a boy when they are infants, otsher than the difference in reproductive organs.

She then spent some time discussing the changes that occur in a boy and a girl when they hit puberty like voice change or facial hair in boys or menstrual cycle in girls. She highlighted how nature believes in diversity and reproduction is the only reason why men and women are made differently.

She added a bit of personal touch by using an example of a participant's 6/7 year old son, whose birthday is being celebrated and where several children along with their parents had been invited. She then asked the participants if they would be able to distinguish a girl from a boy. A unanimous answer was received from all saying that they would be able to distinguish based on markers like the kind of clothes worn, the hair, presence or absence of jewellery, shoes, cosmetics etc.

She highlighted how jewellery is another very important differentiator. Most girls get their ears pierced by their parents at an extremely young age and are made to wear earrings or anklets or bracelets while boys are made fun of or laughed at if they sport jewellery. The most common toys or games that boys play with are running around or fighting games while girls are bought kitchen sets and hold kitty parties for dolls. Girls hardly get to climb trees because they are wearing clothing like frocks which do not support such



activities. When we look at behavioural side for both, girls and women are expected to be caring and nurturing in nature while boys and men are considered weak if they openly express feelings or cry.



She summarized that these differentiations have robbed both men and women of their individualities. If the lens is broadened, it will be realized that the rights for men and women are different, the roles ascribed are different, the responsibilities are different and so are the sense of belongings. While a boy is always called a 'kul ka deepak', a girl is considered 'parayadhan' by her family.

At this point, Ms. Bhasinshared how it is the society that creates this entire paraphernalia of divisions and segregations, decides the roles to be played by men and women. At this stage, she returned to an earlier thought of how these categorizations and divisions have no relation to nature but are a social construct. Referring to how the first time the term 'gender' is heard is in grammar with respect to masculinity & feminine gender. The word has been however turned into a concept, a construct and has evolved immensely with many new meanings.



Ms. Bhasin introduced the most fundamental understanding of gender highlighting that gender and sex were different. While sex is the biological definition that differentiates a male, female or inter-sex, gender is the societal definition.





When the word 'gender' is considered, she explained how there is no one definition because it is so vast since it encompasses everything. Gender in itself does not mean equality of discrimination. This is an extremely important point because the moment one mentions 'gender', people assume it to be negative in connotation. Alluding to an initiative by a government wherein individuals were appointed as 'gender champions' when ideally it should have been 'gender equality'

champions. This has been so deeply rooted in our society that today, everything is gendered – from jobs, names, clothes, languages, spaces, resources, things.

Since gender is a wide umbrella, it should be viewed as a tool of analysis. It cannot be generalized because that would make the process unscientific and unfair. However, gender should be used to see how names, places, objects, resources, jobs are gendered. She also spent some time explaining the emergence of the LGBTIQ and why it was important to not only recognize them as the third sex but also understand the accurate differentiation between all those who fall within the LGBTIQ umbrella.

Setting the context for an exercise, Ms. Bhasin said that for women to get freedom from gender inequality, the men also have to get their freedom. With this, she asked the participants to break into 5 groups with 7-8 members each and to discuss the manifestations of gender in their familiar contexts while they were growing up and the situation today, the painful experiences as a girl or boy and if they ever challenged gender in any way. The participants engaged actively and at the end of the discussion, one member from each group highlighted the key insights from their discussions.



This discussion was followed by an introduction to the concept of male-dominated society and patriarchy. She defined patriarchy as a social system/ structure which encompasses all of us — both males and females. She explained how patriarchy enforces gender inequality, considering males to be superior than females with more control over all kinds of resources like money, property, shares, etc. Citing examples from Bollywood songs, she shed light on how the perception of men and women were both being distorted. She urged the participants to be more sensitive and proactive in raising their voice to bring about the change.

This was followed by a screening of two episodes from Satyamev Jayate, the popular tv show anchored by Aamir Khan to share cases of domestic violence and violence against women. An eye-opening and hard-hitting session, the screening captured and rounded up all aspects that had been discussed in various aspects on masculinity, patriarchy and gender throughout the session.

In the last leg of the session, Ms. Bhasin recommended certain books to the members of the commission and urged them to take responsible action towards bringing a positive impact in society and in their daily lives. This was followed by a quick open discussion which saw a few participants sharing their thoughts and points of view. This brought an end to the first day of the workshop and the

Day Two

Session: 5

Laws Related to Women-Ms. Jyotika Kalra

Day two of the workshop started with the session on laws related to women. An extremely important aspect of the women related issues are the laws related to women. Often, as citizens of the country and members of the world, individuals are unaware or only partially aware of the entirety of laws that exist for women and their various



applications. In order to address this aspect, Ms. Jyotika Kalra was invited to share her thoughts and views with the participants.

Ms. Kalra has been a practicing Advocate and Advocate-on-record with the Hon'ble Supreme Court of India having more than twenty-seven years of experience. She assumed office as Member of the National Human Rights Commission in April 2017. She has filed several Public Interest Litigations (PILs), significant among them include opening a channel for females to practice as make-up artists in Cine industry after 60 years, the rights of married women, raising the issue of non-recruitment of women in the Armed Forces. She was appointed Amicus Curie in important matters, some of them concerning the violation of women's rights.



She was on the panel of Supreme Court Legal Services Committee. In many cases argued by her, the death sentence was converted into life sentence. She has been honoured by the Supreme Court for her three books. She was given the award of outstanding woman in 2014 by the National Commission for Women. She was on the Expert Committee of NCW and deliberated on drafts of women related laws. She has participated in many consultative workshops organised by the

Commission. Ms. Kalra has been a member of many Internal Complaints Committees, constituted to examine sexual harassment of women at workplace. A passionate activist, she has been associated with many NGOs, including the All India Women's Conference & the Indian Federation of University Women's Associations affiliated to Graduate Women International - both having consultative status with the United Nations (ECOSOC).

In her opening remarks, Ms. Kalra mentioned that she was happy to be a part of the workshop and share a few pointers that could help provide a legal perspective to the participants. She highlighted how as members of the commission, this should be extremely sensitive and critical and continuous efforts must be dedicated towards the goal of

learning and being aware of the legal aspects. Such kind of conferences and trainings play a key role in furthering this agenda.



She opened the floor to ask a very common but critical question — that of the nature of complaints the members of commissions receive on a daily basis and how to handle them. Responses from the participants across states like Chhattisgarh, Haryana, Tripura, Uttar Pradesh ranged from sexual harassment, domestic violence, the complexity and abuse in live-in relations, dowry matters, property matters to acid attacks and assaults on women and girls,

blackmail and social pressure. While acknowledging these issues, Ms. Kalra hinted at discussing these issues in greater details over the course of her session.

Using multiple examples, she re-emphasized that the role of commission members is to direct the individuals to the concerned authority for addressal of legal remedies and the commission members should support the individual by providing support to expedite the process or help them in reaching out to the relevant authority.

With an interactive methodology of teaching, Ms. Kalra began with an overview of the law related to sexual harassment. A case study was shared with the participants and Ms. Kalra began taking them through the complaint, calling out the areas and how they become relevant for legal purposes. At the same time, the exercise was also meant to familiarize the participants with legal terms like



abetment, endorsement, as a condition of marriage in the definition of dowry, mental harassment, feeling threatened; while also highlighting the process flow for any complaint. Pointers like how individuals should be guided on including witnesses or maintaining receipts in cases of dowry cases were extremely important. She even highlighted the common sections of the acts like Section 3,4 of the Dowry Prohibition Act, emotional abuse under Domestic Violence Act that come into regular play with the intention of making the participants familiar with these sections.

She engaged in a quick question and answer session with the participants addressing queries that they raised from their experience. The session ended with Ms. Anjali Chauhan, Associate Professor at the National Gender Centre thanking Ms. Kalra for her valuable and key insights .The group broke for tea.

Session:6 Challenges in Dealing with Cases of Violence Against Women & Girl's -Ms. Chhaya Sharma



The session following the tea-break was of Ms. Chhaya Sharma. An IPS officer of 1999 batch, Ms. Chhaya Sharma belongs to the AGMUT cadre. From her training days at Delhi Police, she has served in varying capacities across the country over the course of 18 years including Commandant, India Reserve Battalion, Namsangmukh, Arunachal Pradesh Police, SSP (Law & Order) and Crime & Intelligence – Pondicherry Police, DCP South District, Delhi; DIG (CID) Mizoram Police and currently serves as the Deputy Inspector General at NHRC (

Head of Investigations Division).

She has multiple accolades to her name in relation to nabbing many gangs of criminals in Delhi, investigating and leading sensitive cases such as the that of Baby Falak, Nirbhaya rape Case; implementing programs on security of senior citizens, self-defense training program for BURQA clad women. For her dedicated and continued efforts, she has garnered widespread appreciation including commendation by a Double bench of the Honourable High Court in Delhi for her victim centric approach, the President's Police Medal for Meritorious Service and most recently the 2019 McCain Institute Award for Courage and Leadership.

Ms. Anjali Chauhan welcomed Ms. Sharma and thanked her for taking out her valuable time to share her insights on the challenges in dealing with cases of violence against women and girls through the lens of an IPS officer. Ms. Sharma began by sharing how there is always a negative connotation attached to the police and how she has tried to shatter this belief by being victim-centric. There is an

abundance of violence and a continuous harassment in the form of assaults, domestic violence, etc. against women, children, girls across ages and her attempt would be in the session to share the police perspective on how to approach and handle such cases.



Highlighting that there are two kinds of trauma – physical and mental. From a medico-legal perspective, physical trauma cases are slightly easier to handle since there are remedies in terms of medical treatment, medicines, etc. This becomes extremely difficult in cases of mental trauma. Ms. Sharma highlighted how it is empathy that should be the first response towards the victim, not sympathy and how every individual who

deals with the victim should be patient, empathetic and have a victim-centric approach.

One of the first steps she shared is how to identify the main issue or problem. This becomes exceedingly important to determine the remedies that can be provided to the victim. There are times when the victim may need counselling. However, lack of knowledge or information to identify the key symptoms or causes can lead to the matter not being addressed in the best way.

As members of the women commissions, she emphasized their critical role in guiding the victim, laying out the pros and cons of taking a particular action, the tentative timelines for processes in order to provide a realistic scenario to victims as opposed to their misconception based on popular culture and entertainment mediums. Citing the example of Simba, she said that fiction and entertainment plays an adverse role in showcasing processes or procedures that are not realistically accurate. This leads to a misconception in the minds of victims.



Another challenge that Ms. Sharma stressed on was the role of parents and how many a time they are unable to support and guide the victims in the right direction. Recalling incidents of eve-teasing cases, fear of backlash or aggravation leads them to discourage victims from reporting the incident. This is accentuated by the social and judgmental prejudices that play a pivotal role in restricting the victims and their families to come out for support. Backlash, embarrassment, ostracization and harassment from family and friends thus act as reasons why victims are not encouraged to file complaints.



As a result, the victim is often confused and unsure and looks up to the police and members of the commission for guidance. It is here that Ms. Sharma emphasized how cases cannot be generalized or compartmentalized. Rather each case needs to be victim-specific and case specific. She highlighted that as members of the Commission, they should be well-updated about the latest laws and amendments. In this light, she spoke of the Criminal Amendment Acts that were brought in

after 2016 following the Nirbhaya rape in order to strength and provide stringent measures for women related issues. She called out the CrPC wherein mandates any SHO or related police authority to register a case by any lady / victim who approaches with a complaint of any kind of sexual assault. She even shared that section 166 A of CrPC can be used as a tool against any police officers in cases where in the police officer is not registering a case of a sexual assault victim. She also shed some light on how POCSO is an incredibly important law and now even schools and other institutions are held responsible in cases of incest or violence against children.

She spoke of the difference between a complaint and a F.I.R. for the benefits of the participants and how filing a F.I.R. means recognizing a cognizable offence on the part of the police official and being legally bound to carry out an action on it. She said that police officials are being trained to be more patient, empathetic and victim centric while handling such cases.





She reiterated how the commission members can play an even bigger role by following up with the victims regularly, coordinate and work in partnership with the Social welfare dept to support the victims in the best way possible. She suggested that the commissions can partner with NGOS to train target specific audiences in self-defense. This has an overall positive impact on women because their body language changes, they become more confident of handling any unwarranted situation.

Recalling from her experience, she shared how she was instrumental in training nurses who worked late in the hospital in martial arts to be able to build strength, be aware of the techniques and right places to aim in case of an unfortunate situation. This small effort results in young women being more confident

in their body language, will be able to think on the spot and this body language is extremely powerful because most perpetrators have a tendency of targeting feeble, weak looking women.

Ms. Sharma then brought up the point of dearth of trained counsellors – a challenging situation in cases of sexual assault. Although Rape Crisis Intervention Centres, one stop centres have been introduced, executing and implementing them is a huge challenge. A related challenge is the existing workload on police officers. One of the many demands is that only female officers should be appointed as Investigating Officers in sexual assault cases. Given that there are only limited female officers, their workload increases tremendously, and efficiency decreases as a result.

Resources in terms of logistical, infrastructural and monetary aspects also pose as an obstruction. She went on to explain how there is a fund to provide for food, clothing, etc for the accused while there is no such fund available for victims. Many NGOs demand the victims to be taken to a neutral location, however it is difficult for the police to access such resources. Safety of the victims is also an important concern that has to be ensured at all times, especially in court where the accused would be present as well. For such times counselling



becomes critical not only for the victim but also for the family of the victim. They should be told what to expect in the process, how the law will work, tentative timelines etc.

She added that as members of the commission, they can play an increased role by partnering with NGOs who can train counsellors to help the police in cases. In addition, she added that in case as members they feel if due attention is not being given to a victim or a case, then police authorities like SHO should be contacted.

Highlighting another challenge, she took the example of the Nirbhaya case and how in every sexual assault case, the rate of hostility is very high. She explained, how the male friend was also a victim and had to be extensively counselled to share the occurrences that night. Thus, in such scenarios, it becomes quite challenging for the police officials to designate the site crime, identify and get willing witnesses, how to frame the case and connect the missing dots. The burden of proof lies on the police force to investigate, get the proofs so that justice can be done.



She then brought up a topic that is extremely critical in cases of sexual abuse and violence – that of medical examination. She highlighted that DNA evidence is the single most important thing that can connect a victim with the accused. And it is the role of the police to prove that the crime is connected to the accused and accused is connected to site of crime. She spoke of hospitals and how it would help to have counsellors present with the victim at hospitals to prepare them for the procedure that is to follow.

She then urged the members of the commissions to visit shelter homes since they play a key role in rehabilitating and reintegrating victims of trafficking or sexual abuse and the Commissions can help in improving the quality of these homes, the kind of victim specific trainings and programs being given to empower these women. With this, she ended her insightful session and engaged in questions and answer session with the participants.

Stakeholders Perspectives to Issues Concerning Gender- Ms. Arti Ahuja



This was immediately followed by a session with Ms. Arti Ahuja. Ms. Anjali Chauhan welcomed and shared a brief introduction about her. Ms. Arti Ahuja joined Indian Administrative Service in 1990 after completing her Masters in Economics from Punjab University and LLB from Delhi University.

Over the course of her tenure, she has worked in various capacities in the State Government including as SDM, DM and subsequently in the Nutrition and Health Sectors wherein she spearheaded World Bank and UN Projects on health system reforms, AIDS control, supplementary nutrition and population services.

She has served as Secretary in various several departments in the State, such as Handloom & Handicrafts, Women & Child Development, Health & Family Welfare and Tourism. In her capacity as the Secretary of WCD, she is known to have brought about a paradigm change in the way ICDS was being run and a number of initiatives taken in the field of Women & Child Rights, which have been cited as a best practice by Government of India and Planning Commission as well as independent academicians. As Health Secretary, she took up many structural reforms which have also been recognized by Government of India as best practices.

She has completed Masters in Public Policy with specialization in Health Policies from Woodrow Wilson School of Public and International Affairs, Princeton University and Masters in Public Health from Harvard University. She serves as a Member of the Independent Expert Group of the Global Nutrition Report, an independent Global Report brought out every year; and was also a Senior Honorary Research Associate at the



Global Institute of Health, University College, London. She has written a number of articles for different Journals and Books.



Ms. Ahuja opened her session with a short quiz that gauged the understanding of the participants related to the commissions' roles in multiple aspects with various stakeholders. To set the context for her session for 'Stakeholders Perspectives to issues concerning gender', she began with the Preamble of the Constitution and how it is the tone of the Constitution. She emphasized how as members of the Constitution, they have been appointed under the Constitution and are responsible for

shouldering the ideals of the Constitution. Quoting Mahatma Gandhi, she said, 'the day a woman walks freely at night, that day we can say India has achieved independence.'

She went on to briefly discuss a previously-circulated case study and thereafter talked about Stanford's Prison Experiment wherein some members of a class took the role of prisoners while the others assumed the role of guards. The experiment which was to run for 2 weeks was called off in 5 days since the behaviour of the role players changed completely due to internalization. Using the same approach, she grouped the participants as per the characters of the case study and asked them to discuss what would their feelings be as those characters.



Over the next few minutes, participants brought out various interesting insights about the different characters, highlighting the mindsets, stereotypical and gendered connotations that each character

displayed – be it the Sarpanch, the victim, her family members, the perpetrator, etc. This was important to understand the different perspectives of multiple stakeholders in case of any scenario.

She urged the members of the commission to partner with district administrations to identify methods of addressing violence against women at the grass root levels. Violence impacts all member of the society and as up holders of the constitution; the members are in a position to play a positive role in the society and in mitigating violence. She ended her insightful and informative session and the class dispersed for lunch.

Session:8

Commissions for Women & Girls: Challenges and Possibilities for Convergence

Mr. Raghuraj M Rajendran



While each session had been customized to address how as members of the Commission, the participants can play an even bigger and influential role in different aspects — be it legally or providing support to the victims or generally furthering the agenda of breaking stereotypes, the next session was solely to address the kind of challenges the Women Commissions face on a day to day basis. This session was taken by Mr. Raghuraj Rajendran. Mr. Rajendran is a 2004 batch IAS officer of Madhya Pradesh cadre. He

was appointed as Deputy Director in the Lal Bahadur Shastri National Academy of Administration(LBSNAA), Mussoorie in 2017.

Using a similar pedagogy as many other speakers, Mr. Rajendran also used a case study to bring out the challenges being faced by the Commissions for women and girls and the multiple stakeholders that are associated in cases of violence against women/ girls and sexual assault. The participants were divided into different groups like the victim, the District Administration, police, National Commission for Women, National Commission for Protection of Child Rights, media, representatives from political parties, representatives from opposition, among others.

Mr. Rajendran presented scenarios of various examples and the exercise was meant for the participants to share the responsibilities of each stakeholder in such a scenario. Each scenario was followed by a brief discussion among the participants. During this time, Mr. Rajendran interacted with each group of participants, sharing insights on the exercise. Once the participants had arrived at their responses after discussion, each group was invited to share their point of view and what should the stakeholders do.





Few of the key takeaways from the discussion included how each stakeholder is inter-linked and how each stakeholder plays a role singularly and in the larger picture. Thus, collective synergy is required to best address any issue and to pave way for a positive impact. In addition, it was brought out how sensitivity for the victim by all stakeholders and associated authorities is extremely critical because amidst the trauma, being repeatedly questioned or not being

counselled can adversely affect the mental health of the victim and her family members, causing undue duress.

Another takeaway was that given that for any incident, there are 7-8 authorities, institutions and stakeholders connected, the efforts should not be duplicated. As members of the commission, it should be realized that the result or purpose of the all these partner organizations is to support the victim,

which implies a victim-centric approach. Hence, all efforts should be targeted at this purpose and there should be collaborative communication and coordination within these organizations and institutions.

He drew on his personal experience to share how various commissions can collaborate and actively support the administrations in terms of counselling, effective rehabilitation and any other ways to support and provide avenues that may be limited for the administration to provide. With this, he ended the session and thanked the participants. An interactive open discussion followed with participants sharing the key take-aways and how the session helped them understand the multiple dynamics and stakeholder management to address these issues.

Session:9

Dealing with Media - Alok Mishra

The participants reconvened after tea for a session with Mr. Alok Mishra on 'Dealing with Media'. Given the nature of roles the participants play in the society, media as a stakeholder is extremely critical in sending out the right kind of message and the purpose of the session was to understand the dynamics of media, social media and how the participants can leverage it effectively and partner with them.



Mr. Mishra started by highlighting how the media plays an influential role in shaping public opinion – be it supporting social reform or hindering it, portraying an incident in a certain light, etc. With respect to portrayal of women in media, it has mostly been objectified and when it comes to any coverage of an unfortunate incident, there is a misalignment between the roles and responsibilities of how government institutions and bodies expect the media to carry and what happens.



He spent some time sharing how this misalignment leads to discrepancies wherein the media behaves like a critic, distorting messages, constructing a 'media reality' and disseminating contradictory views which can adversely affect the survivors, their families and the course of actions taken in such cases. One of the main reasons for such divergences were absence of domain experts at both ends – from the media's side to discuss such matters and from the government's end to handle media. Speaking

of how any crime is covered in the media, Mr. Mishra added how it is sensationalized to an extent that the reality is distorted without credibility to enormous proportions. Hence, the government and media play adversarial roles when in fact their partnership should be collaborative in nature.

The media also has several advantages, especially with the advent of social media through a news or incident can reach the mass in just a matter of minutes. Hence, as members of the commissions, it is important to realize the advantage that media holds and to leverage it in delivering the right kind of content to them to send out the right message. He shared how media is the fourth pillar of the state, as watchdogs, impartial in nature. However, very often it is forgotten that media is also a business driven by TRPs and ratings.



On an alternative thought, he added how the nature and form of content has also transformed over the centuries from oral to short sentences on social media; and how it is critical to remain relevant with the changing times both in terms of technology but also content while balancing the sensitivity that comes with the role as members of the Commission.



Mr. Mishra then highlighted few of the challenges that come while working with the media. Oftentimes, media houses, especially regional media is owned or controlled by politicians that affect the perspective of the media channel and how they would cover an incident in alignment with the political affiliations. Since, the overall industry is declining, driving TRPs is the single most driver of sensationalizing whatever piece of information that can be available. He added that avenues like RTI have allowed for several types of

information to be made known to public. With the social media landscape, there is constant engagement with the reader and within seconds, the entire country becomes aware of an incident in any part of the country.

He highlighted how media is not just a channel for communication but useful for insights, content sharing, policy/ campaign response monitoring and proactive communication that can be leveraged to bring about a positive impact. With this he ended his session by highlighting how it was only 50% state women commissions that had a website while the other half didn't; thereby emphasizing the need to proactively communicate and engage with all stakeholders. With this, Day two of the workshop came to a close.

Day Three

Session:10

Importance of Non -Verbal Communication while Dealing with Survivors - Ms. Aswathy S, Ms. Sunita Rani, Ms. Alankrita Singh & Ms. Anjali Chauhan



Day three of the workshop began with Ms. Aswathy introducing the panel, including herself for the session on 'Importance of Non-Verbal Communication while dealing with survivors and shed clarity on the role of Commission members while communicating with survivors and the pointers to keep in mind to make such communications effective.

Ms. Aswathy started the discussion by introducing the term 'survivor' as compared to victim, the latter which implies weakness. Rather, she urged the Commission members to become familiarized with the term to imply a positive connotation. She highlighted how as members of the Commission, they would be interacting with survivors either in interviews or inquiries or over telephone and how critical it is to cultivate the right kind of communication with the survivors.

She spoke of perceptions and how while communicating with survivors it is important to understand their perception and perspective and not what the participants may think to be their perspective. Thus, the entire interaction of being able to effectively communicate and also understand in the process is what communication is all about. She highlighted that there are communication is not just speaking but also comprises different components of listening intently, non-verbal communication, empathy, among others.



Over the course of the session, the purpose was to share the key components of communication and how each of them plays a defining role in furthering the communication and also to address any barriers that may pose an obstacle while communicating.



At this juncture, Ms. Sunita Rani took over and shared how communication is not just about speaking well but being able to connect with the other party. And given the sensitive nature of work of the participants, establishing an environment of trust and support for the survivor and her family is of utmost importance. To reinforce this, an exercise was carried out where all participants were divided into groups of 4-5 and were asked to take turns in speaking, listening, looking at non-verbal communication and understanding the

assumptions and values that underline our communications.

For the purpose of the activity, Ms. Alankrita Singhand Ms. Anjali Chauhan played the role of observers. Following the close of the activity, they came forward to share their observations on how the participants were extremely participative and engaged and how they were reacting, behaving, their body language during the session.

One of the key insights from the discussion was to establish a level of active listening with the survivor and their families to help them feel comfortable, open and share their point of view. At the same time, it is important to identify the feelings, emotions, the assumptions and perspectives of the survivor while reading the signs of communication.

Another key aspect of non-verbal communication includes eyecontact and Ms. Rani was quick to highlight how eye-contact in every situation is not the best way and it may make the survivor uncomfortable. Hence, as members, it is important to gauge the environment and cultural setting before eye-contact is made and be sensitive to the degree of familiarity and trust to be established. In addition, nodding, smiling, leaning forward during interactions all indicate and represent focused attention and listening which may send out powerful signals to the survivor and bring confidence



to her. She added how taking notes or recording while someone is speaking can be distracting, so in order to build an environment of trust, discuss why recording or taking notes is important and will help in future steps. She even touched upon the concept of personal vs. private space and dressing; and how to balance that in such settings to display the right kind of interest but also not be overtly flamboyant and encroaching of the survivor's space.



Coming to the next component of communication, empathy – Ms. Rani helped to bring out the difference between sympathy and empathy through a beautifully-captured video. She went on to highlight how it is empathy that is needed as members and not sympathy to make the survivor feel comfortable and establish a relation of trust and bonding. With this, she thanked the participants and ended the session.

Closing Session:

The end of the session brought the 2.5 day workshop to a close. At this point, like the entry-based questionnaire, an exit questionnaire was circulated among the participants to capture the understanding of the participants. The responses of the participants from both the entry and exit questionnaire has been compared (analysis of the questionnaire is placed at Annexure -III), to measure the effectiveness of the training programme and to gauge the increase in learning for the participants. This has been an instrumental tool for the NGC & NCW, in designing of the future training programmes.

At this juncture, Ms. Meenakshi Gupta, Member Secretary, National Commission for Women, led the final session on Leading the Commissions and the Way forward, followed by feedback (Analysis of the feedback is placed at Annexure -II) from the participants and valedictory. The participants acknowledged that they learned the power of systems and their assigned role expressing their eagerness to learn more in future. The participants appreciated the sessions on the art of listening, verbal and non-verbal language, significance of body language, media



related issues, and learning to have empathy and putting themselves in others shoes. They also felt the need to engage in practical tips to deal with media, various cases, and approaching the government and police. The participants also suggested that they need separate days of training on concepts of gender, gender budgeting, domestic violence, and sexual harassment at workplace.

Later, the Member Secretary, NCW, shared a few words encapsulating the purpose of the partnership with National Commission for Women and NGC, LBSNAA and how such training programmes provide an opportunity to get together with stakeholders from various institutions to brainstorm and ideate on interventions and solutions. This was followed by a ceremony in which all participants were awarded certificates for participating in this workshop by Ms. Meenakshi Gupta. Ms. Aswathy closed the session by extending gratitude to all participants and guest speakers for taking out their valuable time and making the workshop a success.







Workshop

for State Commissions for Women 19 - 21 June, 2019

Venue: Indira Bhawan, LBSNAA, Mussoorie

Day 1	19 June, 2019	
09:30 -10:30	Opening Session Welcome & Introduction Inaugural Address Rekha Sharma Chairperson, National Commission for Women	Aswathy S.
10:30 - 11:00	Tea Break & Group Photograp	h
11:00 -12:00	Session - 1 Gender, Patriarchy, Men & MasculinityKamla Bhasin	
12:00 - 01:15	Session – 2 Gender, Patriarchy, Men & Masculinity	Kamla Bhasin
01:15 - 02:15	Lunch	
02:15 - 03:30	Session – 3 Gender, Patriarchy, Men & MasculinityKamla Bhasin	
03:30 - 03:45	Tea Break	
03:45 - 05:00	Session – 4 Gender, Patriarchy, Men & MasculinityKamla Bhasin	
Day 2	20 June, 2019	
09:15 -10:30	Session – 5 Laws Related to Women	JyotikaKalra
10:30 - 10:45	Tea Break	
10:45 -12:00	Session – 6 Challenges in Dealing with Cases of Violence Against Women & Girl's	Chhaya Sharma
12:00 - 01:15	Session - 7 Stakeholders Perspectives to Issues Concerning Gender	Arti Ahuja
01:15 - 02:00	Lunch	
02:00 - 03:15	Session - 8 Commissions for Women & Girls: Challenges and Possibilities for Convergence	Raghuraj M Rajendran, Aswathy S

03:15 - 03:30	Tea Break	
03:30 - 04:45	Sessions - 9 Dealing with Media	Alok Mishra
Day 3	21 June, 2019	
09:15 - 10:45	Session – 10 Importance of Non -Verbal Communication while Dealing with Survivors	Aswathy S, Sunita Rani , Alankrita Singh & Anjali Chauhan
10:45 - 11:00	Tea Break	
11:00 - 12:00	Session – 11 Leading the Commissions: The Way Forward	Meenakshi Gupta, Member Secretary, NCW & LBSNAA
12:00 - 01:00	Session – 12 Leading the Commissions: The Way Forward	Meenakshi Gupta, Member Secretary, NCW & NGC, LBSNAA
01:00 - 02:00	Feedback & Valedictory	Course Team (NCW & LBSNAA)
02:00	Lunch	

Course Team:

- Ms. Rekha Sharma, Chairperson, National Commission for Women(NCW)
- Shri Sanjeev Chopra, Director, Lal Bahadur Shastri National Academy of Administration (LBSNAA)
- Ms. Meenakshi Gupta, Member Secretary, National Commission for Women
- Ms. Aswathy S, Executive Director, National Gender Centre (NGC), Lal Bahadur Shastri National Academy of Administration
- Ms. Anjali S Chauhan, Associate Professor, National Gender Centre, Lal Bahadur Shastri National Academy of Administration
- Ms. Neha Singh, National Commission for Women
- Ms. Sangeeta Bisht, National Gender Centre, Lal Bahadur Shastri National Academy of Administration

Resource Persons:

- Ms. Kamla Bhasin, Gender Expert, Sangat, Jagori
- Ms. Jyotika Kalra, Member, National Human Rights Commission India
- Ms. Arti Ahuja, Special Director, LBSNAA
- Shri Alok Mishra, Deputy Director (Sr.), LBSNAA
- Shri Raghuraj M Rajendran, Deputy Director (Sr.), LBSNAA
- Ms. Chhaya Sharma, DIG, National Human Rights Commission India
- Ms. Sunita Rani, Professor, Social Management, LBSNAA
- Ms. Alankrita Singh, Deputy Director, LBSNAA

FEEDBACK ANALYSIS

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Cacaian	- 1
Session	-

Session -1									
	Questions								
Kamla Bhasin	Gender, Patriarchy, Men & Masculinity	Extremely effective	Very effective	Moderately effective	Slightly effective	No at all effective	Not given	Total	W. Average
		20	9	0	1	0	0	30	
	red in each category.	67%	30%	0%	3%	0%	0%	100%	92.00%
Session -2 JyotikaKalra	Laws Related to Women	Extremely effective	Very effective	Moderately effective	Slightly effective	No at all effective	Not given	Total	W. Average
		6	13	6	4	0	1	29	
% answe	red in each category.	21%	45%	21%	14 %	0 %	3%	97%	74.48%
Session -3		21/0	T3 /0	21/0	/0	/0	3 /0	97 70	74.40 /0
Chhaya Sharma	Challenges in Dealing with cases of Violence Against Women & Girl's	Extremely effective	Very effective	Moderately effective	Slightly effective	No at all effective	Notgiven	Total	W. Average
		14	8	7	1	0	0	30	
	red in each category.	47%	27%	23%	3%	0%	0%	100%	83.33%
Session -4	C. I I II D			_					4)
Arti Ahuja	Stakeholders Perspective to Issues Concerning Gender	Extremely effective	Very effective	Moderately effective	Slightly effective	No at all effective	Not given	Total	W. Average
24		14	12	2	0	0	2	28	
Session -5	red in each category.	50%	43%	7%	0%	0%	7%	93%	88.57%
Raghuraj M Rajendra, Aswathy S & Sunita Rani	Commissions for Women & Girls: Challenges and Possibilities for Convergence	Extremely effective	Very effective	Moderately effective	Slightly effective	No at all effective	Notgiven	Total	W. Average
		11	11	5	2	0	1	29	
Socion 6		38%	38%	17%	7%	0%	3%	97%	81.38%
Session -6 Alok Mishra	Dealing with Media	Extremely effective	Very effective	Moderately effective	Slightly effective	No at all effective	Not given	Total	W. Average
06 answe	red in each category.	8	16	5 17	1	0	0	30	
% unswe	rea in each category.	27%	53%	%	3%	%	0%	100%	80.67%

Session -7

Session -8	W. Average	Total	Notgiven	No at all effective	Slightly effective	Moderately effective	Very effective	Extremely effective	Importance of Non - Verbal Communication while Dealing with Survivors hauhan	St A Si
Session -8	2.4.2.2.4									
Meenakshi Gupta	94.00%	100%	0%	0%	0%	7%	17%	77%	on 0	Coggi
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Course design and delivery (tick the relevant box)		16	14		0			11		
Course design and delivery (Tick the relevant box)	93.75%	53%	47%	0%	0%	0%	31%		v .	
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g) explained and useful $\begin{array}{c ccccccccccccccccccccccccccccccccccc$		28	2	0	0	0	10	18	explained and useful	a)
	92.86%								% answered in each category.	נט

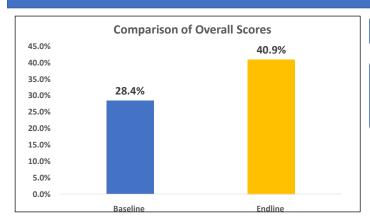
,,,	The resource material provided was								
h)	useful	18	6	4	0	0	2	28	
	% answered in each category.			14					
		64%	21%	%	0%	0%	3%	97%	90.00%
QC	Logistical arrangements	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Notgiven	Total	W. Average
a)	Program hall facility	23	5	0	0	0	2	28	
	% answered in each category.	82%	18%	0%	0%	0%	7%	93%	96.43%
<i>b</i>)	Food Quality	24	4	1	0	0	1	29	
	% answered in each category.	83%	14%	3%	0%	0%	3%	97%	95.86%
c)	Lodging	27	1	1	0	0	1	29	
	% answered in each category.	93%	3%	3%	0%	0%	3%	97%	97.93%
d)	Transportation facility	24	4	1	0	0	1	29	
	% answered in each category.	83%	14%	3%	0%	0%	3%	97%	95.86%
<i>e</i>)	Support from NGC team	26	2	0	0	0	2	28	
	% answered in each category.	93%	7%	0%	0%	0%	7%	93%	98.57%

Any additional comments?

- 1) Kamla Bhasin session was very effective.
- 2) Kamla Bhasin sessions was very stimulating and thought provoking, we without realizing do things which may affects vulnerable people. It was quite a learning.
- 3) Very-very effective and innovative programme.
- 4) I think due to lack of sufficient time, we were not able to learn much with 1 hour so each subject, more time is needed to be given to subject.
- 5) Very good training, my opinion is that NGC should organize annually.
- 6) It should be organized in a year and duration should be 5 days.
- 7) It has been very nice experience altogether wish all the best to the entire team of facilitators.
- 8) I really enjoyed my training, it is my first time, since I joined the state commission only a week back.
- 9) This workshop has been very inspiring and really feeling good to be able to be a part of this training.
- 10) येवर्कशॉप बहुतहीअच्छीहै,इसमेहमेमहिलाकेअधिकारमहिलयोंकीसुरक्षा मीडियाकीउपयोगितामहिला सशक्तिकरणकेबारेमे,वजितनीभीसंस्थाएमहिलाकेलिएहीNGO होउनकीजानकारी,प्लिसकामहतवबह्तसीजानकारीमिली।
- 11) We would like to attend the program next time too very soon with more ideas and ways to tackle the cases coming to women commission, and how to want effectively & deal with responsibilities of SCW looking into all aspects & working of the commission. 1 week to 2 weeks trainingprogram is very much required for chairpersons & members of SCWs.
- 12) I am extremely happy to come here, hope you will be conducting much more workshops for the commissions.
- 13) More workshops, in different states, for members both NCW/SCW should be organized by NCW, NGC and resource persons can become resource person visit other states for one day or two days.
- 14) Frequent training on these topics should be done.

BASELINE AND ENDLINE QUESTIONNAIREANALYSIS





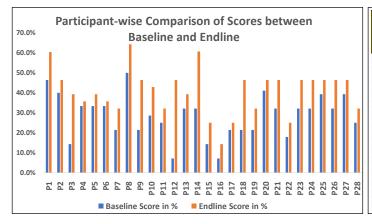
28 participants

12.53%

Overall Increase in Learning between Baseline & Endline Scores

Comparison between the overall scores of baseline and endline survey indicate an increase of **12.53% of learning** before and after the training. This indicates the positive impact of the training for 28 participants.

1.1 Comparison of Scores between baseline and endline for each participant



Participants	Baseline Score in %	Endline Score in %	Participants	Baseline Score in %	Endline Score in %
P1	46.4%	60%	P15	14.3%	25%
P2	40.0%	46%	P16	7.1%	14%
P3	14.3%	39%	P17	21.4%	25%
P4	33.3%	36%	P18	21.4%	46%
P5	33.3%	39%	P19	21.4%	32%
P6	33.3%	36%	P20	41.1%	46%
P7	21.4%	32%	P21	32.1%	46%
P8	50.0%	64%	P22	17.9%	25%
P9	21.4%	46%	P23	32.1%	46%
P10	28.6%	43%	P24	32.1%	46%
P11	25.0%	32%	P25	39.3%	46%
P12	7.1%	46%	P26	32.1%	46%
P13	32.1%	39%	P27	39.3%	46%
P14	32.1%	61%	P28	25.0%	32%

Table indicates participant wise scores

Participant-wise comparison of scores of baseline and endline indicate an **increase in learning for every participant**. The increase in learning ranges from **2.4% - 38.9%.**

List of Participants Workshop

for

State Commissions for Women From 19 - 21 June, 2019 at Indira Bhawan, LBSNAA, Mussoorie

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