

Mahila Shishu Desk

(A Government of Orissa Initiative)

PROJECT EVALUATION REPORT

NATIONAL CENTRE FOR GENDER TRAINING, PLANNING AND RESEARCH

Introduction

India's recent economic success stories have earned it the reputation of one of the world's fastest growing economies. However, women and children in India are still subjugated in its patriarchal society. Rape, domestic violence and trafficking are some of those evils that make women and children its victims. However, the central government and various state governments have tried to ameliorate this social schism by empowering women and children via the law. The domestic Violence Act of 2005 is one such law by which women can seek shelter from abuse. In the state of Orissa, the government, intending to make the state safer for women and children, enforced the setting up of the 'Mahila Shishu Desk' or the Woman and Child Desk. It is here that these helpless victims of circumstances can seek justice.

This report outlines the various problems faced by women and children. Subsequently, it details the setting up of the Mahila Shishu Desk. However, the objective of this report is to provide an evaluation and analysis of the success and weakness of this desk through the prism of primary data collected by the National Centre for Gender Training, Planning and Research at the Lal Bahadur Shastri National Academy of Administration in Mussoorie, Uttarakhand in collaboration with the NGO Jeeban Jyoti from Orissa.

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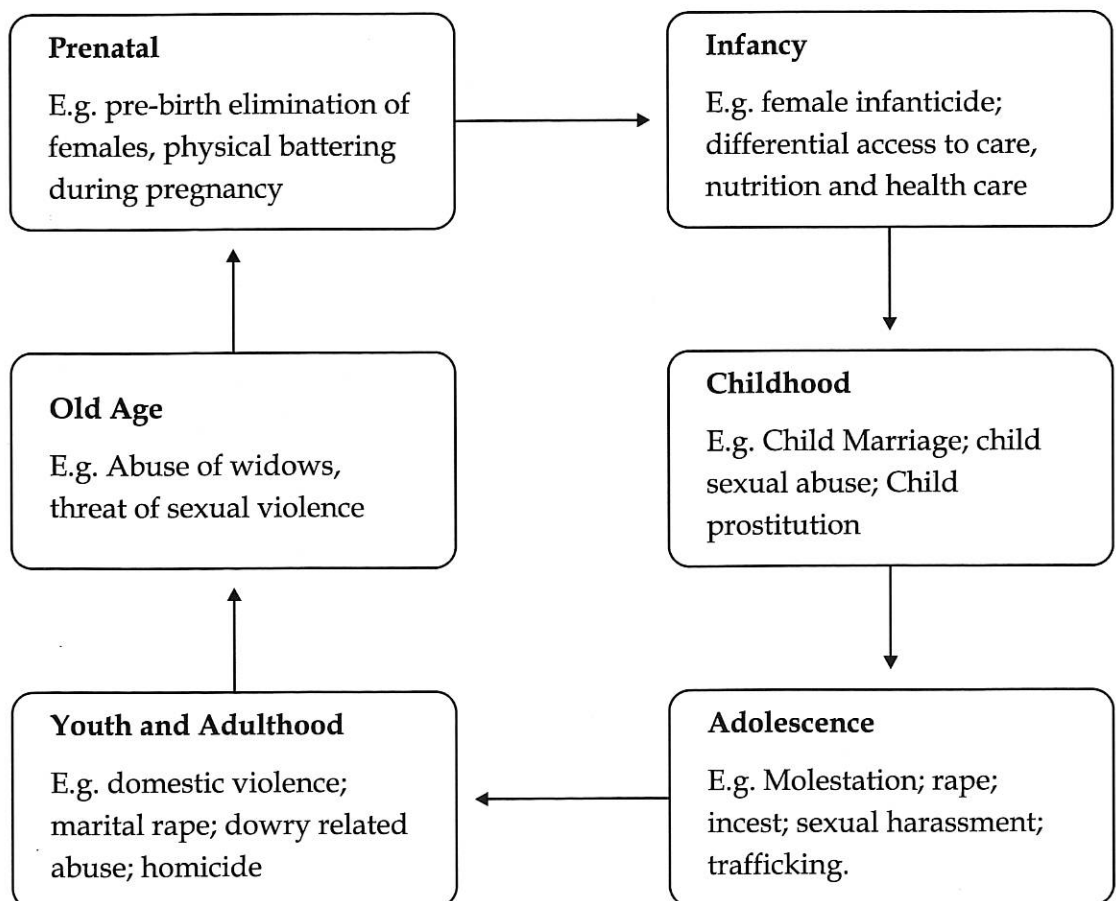
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I

What was the need to set up a 'Mahila Sishu Desk'?

The post-independence social construct of India is biased against women and children. Prior to independence, atrocities such as sati which was condemned by the British were socially acceptable. For a woman to burn alive on the funeral pyres of her husband was a custom that acknowledged complete devotion to her deceased mate. In contemporary India, while sati is frowned upon, other social evils insist on subjugating women. Violence against 'a woman' or 'a girl child' begins before birth. Abortions of a girl child, female infanticide, child prostitution, rape, domestic violence, dowry related abuse, and abuse of widows are some examples that define this 'birth to death' cycle of violence.

The Cycle of Violence



In view of the unique position enjoyed by women socially and physically; they are treated separately from men by criminal law. The Indian Penal Code, 1860 deals with various offences that may be committed against the body, marriage, honor and modesty of a woman. As far as substantive criminal law is concerned Chapter XIV (Part), XVI, Chapter XX and Chapter XXII of the Indian Penal Code create special offences against the woman". Not restricted to women however, these atrocities are often inflicted on 'male' children as well. In light of this, various legal reforms aim at protecting these helpless victims of violence. Some legal measures include:

Year Laws Details of Law

Year	Laws	Details of law
2006	Child Marriage Restraint Act	An Act to provide for the prohibition of solemnization of child marriages and for matters connected therewith or incidental thereto.
2005	Protection of Women from Domestic Violence Act	An Act to provide for more effective protection of women guaranteed under the Constitution who are victims of violence of any kind occurring within the family and for matters connected therewith or incidental thereto.
2000	Juvenile Act	An act to consolidate and amend the law relating to juveniles in conflict with law and children in need of care and protection, by providing for proper care, protection and treatment by catering to their development needs, and by adopting a child-friendly approach in the adjudication and disposition of matters in the best interest of children and for their ultimate rehabilitation through various institutions established under this enactment.

Year	Laws	Details of law
1994	The Pre-conception and Pre-natal Diagnostic Act	An Act to provide for the prohibition of sex selection, before or after conception, and for regulation of pre-natal diagnostic techniques for the purpose of detecting genetic abnormalities or metabolic disorders or chromosomal abnormalities or certain congenital malformations or sex-linked disorders and for the prevention of their misuse for sex determination leading to female feticide and for matters connected therewith or incidental thereto.
1986	Indecent Representation Act	An Act to prohibit indecent representation of women through advertisements or in publications, writings, paintings, figures or in any other manner and for matters connected therewith or incidental thereto.
1961	Dowry Act	An Act to prohibit the giving and taking of dowry.
1956	Immoral Trafficking Act	An act to provide in pursuance of the International Convention signed at New York on the 9th day of May 1950, for the prevention of immoral traffic.

In light of the various problems faced by women and children, the government of Orissa established the Mahila Shishu Desk (MSD). The MSD project was an initiative based on the vision of the Chief Minister when he made an announcement in the State Assembly in 2005. Subsequently, the Home Department of the state issued an order No. 301/2005 on March 15, 2005, giving effect to the commitment of the government. Till date, 150 desks have been established in a 3 phased manner of 50 batches in each phase.

This desk caters to women victims of domestic violence, false promises to marry, sexual violence (rape, molestation and eve-teasing), trafficking, kidnapping and abduction. Additionally, the MSD deals with children who are victims of sexual abuse, violence, trafficking, kidnapping and abduction.

II A

How was the MSD setup?

In his letter addressed to 'All Collectors' the Additional D.G. of Police, Orissa reiterated the importance of establishing the Mahila Shishu Desk in the state. In his Police Order Vide No. 301/2005 he indicated that the Desks would be set up in 40 police stations in the first phase and subsequently, in all police stations in the state. His letter emphasized the problems confronted by women and children:

"You will appreciate that the problems confronting women and children cannot be successfully addressed by police action only. Counseling, temporary shelter, health care, rehabilitation of the victims, inter-alia are equally important. Besides, intensive sensitization of the functionaries at different levels in the district involved in establishing an effective protective mechanism for women and children is required. There is a need for synergy in the efforts made by different Organizations for the cause of women and children. Your co-operation in harnessing the services of different Organizations will make definite progress towards achieving the objective."

With this multi-layered objective, the helpdesk aimed at providing the following support:

- Filing of First Information Report (FIR)
- To enable support of the health department
- To provide counseling
- To arrange short stay facilities with the support of short stay and Swadhara homes
- To arrange for children to be accommodated in shishu gruhas or orphanages
- To arrange legal support for victims with the help of legal services authority
- To address issues of trafficking

(i) Filing of First Information Report (FIR)

After registering a cognizable case, a copy of the FIR should be given to the complainant/victim free of cost. Additionally, the acknowledgement of the complaint is to be retained for the record. If the case is not cognizable, the help desk is to enter the complaint (with facts) in the station diary. In such cases, the complainant should be advised to pursue alternative recourses available.

(ii) Support from Health Department

There is a need to coordinate with the health department because: (a) victims of violence, both women and children, may require medical attention; (b) the victims might require support for Medico Legal Examination and treatment. In an effort to allow prompt consultation, the help desks should maintain a list of lady medical officers in addition to other medical consultants. Given the risk to health involved when dealing with victims it is imperative that the Health Department works closely with MSDs. The Health Department may also refer cases to the MSD if the victims approach them first.

(iii) Counseling

The victims of violence, sexual abuse, etc may be traumatized and their self-esteem hurt. In this case, they may need counseling. In view of this, the desk should employ the support of counselors available in the district to provide counseling and trauma counseling to women and children in distress. Further, the desk is to maintain a list of counselors and should refer victims for counseling. This list of counselors should be circulated.

(iv) Shelter support for women and children in the district

Often the victims who approach the MSD would have suffered violence, rape, molestation, etc. by persons who are known to them. Many might not be able to return home which is often the site of violence and require safe and secure shelter. In the case of women, the help desk is to refer them to short stay and swadhara homes in the district. In the event the victim is a child, he/she should be referred to a shishu gruha or orphanage.

(v) Legal Support

For women:

Often the victims are poor and cannot afford legal services or, may not be able to access these services. The help desk should refer cases to the District Legal Services Authority for free legal support if required by the victims. Additionally, the helpdesk should maintain a list of lawyers willing to provide pro bono services (free legal services) to women and children in distress. This list should be shared with victims to enable them to identify good legal support.

For children:

Children below the age of 18 are to be referred to the Juvenile Justice Board if in conflict with the law. Child victims however, are to be referred to the Child Welfare Committee. If the age of the child is a point of conflict due to difference of opinion, the child must be referred to the Board/ CWC or the Medical Officer.

(vi) Trafficking

Trafficking in women and children is another area which the desk will be required to focus its attention on. The Desk shall collect information on trafficking in women and children, false promises of marriage, providing employment, and subsequent exploitation, liaise with NGOs and people's representatives and should seek help in collecting such intelligence. Further, confidentiality should be maintained at all times. Additionally the following are required:

- Desk Officer should ensure raids on lodgings, houses, hotels, brothels, bars and pubs, dhabas, and red light areas by the Special Police Officer under the ITP Act 1956, if any, and take appropriate legal action against the traffickers.

- The victims of such trafficking should be handled with due honor and dignity and steps should be taken toward restoring them to their parents/guardians or rehabilitating them through NGOs and other Government agencies.
- While briefing the media, the desk personnel should bear in mind that the law prohibits revelation of the name of the victim of offences U/S 376, 376A, 376B, 376C and 376D I.P.C. and child participants' revelation of names under the ITP Act who are often the victims of crime.
- The Desk Officer shall initiate legal action against sale and circulation of obscene literature, pornographic materials and indecent representation of women at public places.
- They shall also identify places frequented by a large number of women and girls either regularly or occasionally during fairs and festivals and take proactive measures by way of patrolling and deployment of women police officers to prevent eve-teasing, kidnapping, abduction and molestation, etc.

II B

The structure of the Mahila Shisu Desk

The Mahila and Shisu Desk is to function under the control and supervision of OIC of all Police Stations. The respective district H.R.P.C. (Human Rights Protection Cell) will be the Nodal agency in matters of helpdesks within a district. The S.P. is to select personnel from the existing strength of the Police Stations and attach them to helpdesks through formal orders. Further, lady officers of the ranks of S.I/ A.S.I shall be designated as Desk Officer. If however, a lady officer is not available, a junior S.I. is to be designated as Desk Officer. The desk officer is to be assisted by at least one lady constable. Given the various objectives of the MSD, the officers have to undergo special training conducted by experts. This includes:

- One day Orientation for SPs on various forms of violence against women and children and role and responsibility of the help desk
- Three day residential training for Deputy SP and SI
- Three day residential training for OICs, SI and constables
- Three day training to build skills for managing victims of violence, forge linkages and to provide effective services to women and children in distress
- Sensitization Training courses for Police Officers and personnel attached to the help desk.
- S.P. will ensure that all officers and constables attached to Desks attend the training course.
- Suitable entry to that effect may be made in their Service Books

Further, a few points highlight what can and cannot be done. These include:

What can be done:

- A victim is in distress/trauma should be taken care of
- A victim should be supported in order to get a clear grasp of the problem
- Information regarding rights and provisions should be given to the victim
- Guidance to legal support must be given
- Support referral service-shelter with financial support
- The need for sensitivity in handling victims

- Child victims and juveniles in conflict with law should be dealt with sympathy and in accordance with provisions of the law relating to children
- Victims and accused are to be examined in accordance with the law and privacy must be ensured
- The officials should respect the honor and dignity of the victim. They should be dealt with in a decent manner

What cannot to be done:

- Treating the victim as a criminal
- Imparting wrong information/ giving wrong advice
- Making compromises like revelation of the victims identity to the media
- Clubbing/ partying with the accused or victim
- Harassment of victims on the plea of examination/interrogation

With this, MSDs were set up in three phases. In all there are 150 operating desks. While the sensitization course for training Police Officers attached to the Desk were held at BPSPS, Bhubaneswar, the effect of the desk in addressing the various problems of women and children were only recently evaluated.

III

The Evaluation

In 2008, the National Centre for Gender Training, Planning and Research (NCGTPR) was entrusted with the task of evaluating the MSD scheme. This which was initially supposed to be an evaluation, became an analysis with the centre (with the help of an expert committee) proffering solutions to the problems they discovered with the MSD system. For conducting the study, the NCGTPR collaborated with a regional NGO in Orissa Jeeban Jyoti in Dhenkanal district. Further a letter (File No. 9800/1/2007 NCTPR) was addressed to Shri. Gopal Nanda, IPS (Director General of Police in Orissa), requesting access to various police stations for extending their cooperation to the regional NGO which would collect primary data for the centre. This data was later evaluated and analyzed.

With this regard, a radio message directing all District SSPs in Orissa was aired asking them to cooperate with the study.

A. Objectives of the survey:

The overall objective is to check, monitor, improve and study the various activities of Mahila Sishu Desk and whether these desks are achieving their objectives. The objectives of this study can be summed up as follows:

- To find out the strength of the Mahila Sishu Desk in tackling issues related to women and children
- To identify what opportunity such a project presents to women and children
- To identify the weakness of MSD in handling women and child related issues
- To investigate the difficulties faced by personnel in charge of MSDs, and to identify the critical areas that define difficulty
- To find out whether tools used for carrying out the functioning of MSD are appropriate or not
- To find out whether personnel handling MSD have adequate knowledge of all Acts, Laws and legislation dealing with women and children
- To investigate whether personnel handling MSD are properly trained in issues related to women and children
- To gather data that can be used to identify gaps in functioning of MSD

- To investigate how MSD is dealing with trafficking issues related to children and women
- Collection of base line data to find out main deficiencies and functioning of MSD in progress

B. Method:

The base line data was collected by NCGTPR and Jeeban Jyoti. 16 districts were selected from four zones (Eastern, Western, Northern and Southern zones). They were:

The Districts selected for the survey were

Eastern Zone	Northern Zone
• Khurda	• Balesore
• Nayagarh	• Mayurbhanja
• Cuttack	• Keonjhar
• Jagatsinghpur	• Sundergarh
Western Zone	Southern Zone
• Dhenkanal	• Kalahandi
• Sambalpur	• Boudh
• Bargarh	• Kandhamala
• Balangir	• Ganjam

Subsequently, using various tools the data was collected. These tools were:

- Questionnaire preparation and Analysis of Responses
- Analysis of responses related to MSD methodology and practice
- Impact identification and selection of MSD
- Evaluation of impact of MSD
- Monitoring of MSD
- Public benefit of MSD
- Techniques to review the quality of MSD functioning
- Attitude of competent authorities towards MSD

Three questionnaires were designed: (1) for the Public, (2) for Police Officers, (3) for MSD Thana in-charge (see Appendix II, pp. iv).

C. The study responses:

The Public:

- 50.72 per cent had no clue about the MSD while 89.86 per cent felt that as the initiative was meant for women and children it "should be" a good initiative, 1.45 per cent felt that it was not being operated properly and that the public lacked awareness about the facility.

- 86.96 of the public questioned felt that "general awareness with the support of police officers" can help make this initiative more effective. Others believed, involving NGOs, having sympathetic officers on duty, having lady officers, and counseling services were important to improve the effectiveness of the initiative.
- Lack of communication was further echoed when the public was asked "What Gaps do you find in the initiative?" 68.12 percent felt the public was ignorant of such a initiative. To address these gaps, a majority of the people suggested that, publicity and advertisement and counseling on matters of dowry related cases and domestic violence (75.36 per cent).
- While a handful of people had first hand experience or knew someone who approached a MSD, 91.30 per cent felt that officials require more sensitivity when dealing with MSD complaints.

While the public overall was positive about the initiative many were skeptical of it. 47.83 agreed that it can be misused "for selfish motives". However, to decrease this, they wanted more MSDs and wanted more facilities such as:

- A special room in the police station with trained lady staff (92.75 per cent)
- Temporary shelter for victims (18.84 percent) Cooperation from Thanas, NGOs and public awareness
- Necessary funds for victims

Police Officers:

- 100 per cent agreed that the MSD initiative was good, 58.73 per cent emphasized that it encouraged more women and children to come forth with their problems as, "more ladies [were] coming to the Police Station for complaints, easy redress and without fear".
- To strengthen the project, 57.14 per cent felt it was important for female staff to be involved in the project.
- As per the weaknesses involved in the functioning of the MSD 44.44 per cent felt that there was a lack of emergency funds. Others felt that there was improper infrastructure, communication gap, lack of a special room, lack of proper sanitation facilities, lack of counseling, no support of NGOs and 7.94 felt it encourages false allegations.
- While approximately one-third of all complaints received were still under investigation, 60.32 per cent felt that their staffs were properly trained. 58.73 per cent felt that there should be "exclusively MSD trained staff". This necessity for specialization was also felt when only 77.78 indicated that their staff were well versed in various laws and acts governing women and child related issues.
- It was inspiring to know that 92.06 per cent of police stations had kept proper records of all complaints solved. In this regard, While 9.52 insisted that each complaint had to be investigated before being filed (for false allegations) most were of the opinion that women in India and Orissa are subjected to numerous ordeals.

Thana In-charge

- Responses from various officers in-charge of thana's while emphasizing that the MSD is a

good initiative, stressed proper infrastructure for better functioning. Therefore, while 48.39 felt that the MSD is a "good initiative" 1.61 felt that it was "not functioning properly" and 3.23 indicated that better infrastructure was required.

- Out of 100 complaints received, 66.86 had been "solved" while 31.52 were still pending. For those cases not solved, the officers were asked to explain the constraints in solving these cases. 83.87 indicated that these cases were under investigation while 16.13 refrained from responding.
- Regarding issues of trafficking, 12.90 indicated that they had received such complaints. However, given that the Mahila Shishu Desk is an initiative that requires lateral involvement by the Women and Children's Department of the state, 32.26 felt that the WCD was not coordinating effectively with the MSD. This however, might reflect only clusters of thana's since our data is not classified according to thana's but is a mixed sample.

Subsequently, given the potential of the MSDs, the Thana in-charges were asked what problems they had encountered in dealing with MSDs. While 33.87 said that they had no problems, other enumerated the following:

- Lack of infrastructure (40.32 per cent)
- Financial problems i.e. no separate funds (30.65 per cent)
- No separate room (30.65 per cent)
- Lack of trained staff (43.55 per cent)
- Counseling Problems (16.13 per cent)
- No moral support from NGOs (6.45 per cent)
- No time to operate such a desk (3.23 per cent)

Additionally, these officers felt that these problems could be solved if they had more trained staff, by recruiting more lady officers/staff, by providing infrastructure like separate rooms, vehicles, separate fund, etc., by collaborating with NGOs, and by specific concentration on MSD operations without over looking common cases. Further, and crucially to the success of MSDs, the thana in-charges were asked about their familiarity with various Acts such as the Domestic Violence Act, Child Marriage restraint Act, etc. the response was more or less positive.

- A small majority averaging approximately 10 had little or no knowledge of various laws. When asked if their subordinates had knowledge of these Acts, 22.58 responded "no". 98.39 felt that they needed capacity building classes and in particular 96.77 felt they needed field training and 1.61 felt that they required psychological training.

In terms of the number of complaints received in various categories:

- 35.73 per cent were molestation charges
- 37.13 per cent were those related to Domestic Violence,
- 10.77 per cent were associated with rape
- Trafficking was a small majority of cases amounting to 0.53 per cent

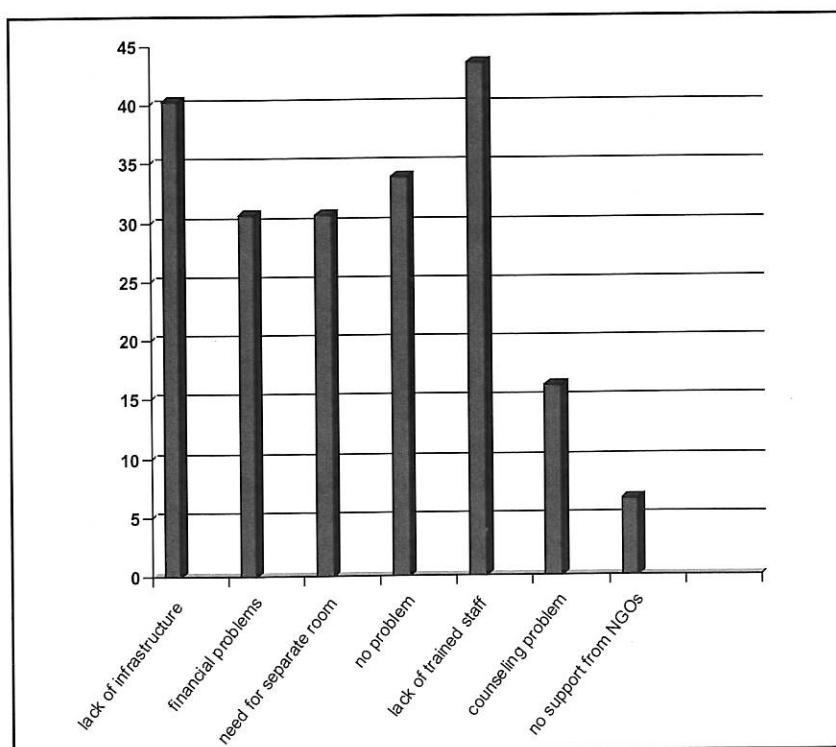
Given the profiles of women and children approaching the desk, most women had an education level of the 6th to 10th grade (64.52). In case of the children complainants, most belonged to this category also (i.e. education level 6th to 10th grade). As per economic status most of both the women and children complainants were from lower class families. However, there were small but significant numbers from middle class families also.

D. Meeting our objectives

(i) **What opportunity does such a project present to women and children?** The Mahila Shisu desk presents ample opportunity for women and children to come forth with their problems without fear. This was felt by the public when 89.86 felt that as it was specifically meant for women and children it must be a good cause. Further, Police officers confirmed this fact as 58.73 agreed that more ladies were coming to the police station with their problems. However, what is disturbing is a small percent of the public and police officers who felt otherwise. 4.76 of the police officers felt that the MSDs were not working to full capacity due to the non availability of infrastructure and special staff. 1.45 of the public however felt that the public was not completely aware of the benefits of the MSD and another 1.45 emphasized it was not working in a proper manner.

(ii) **What are the weaknesses in MSDs in dealing with women and child related issues?** The weaknesses of the MSDs in dealing with women and children related issues included:

- No separate infrastructure
- False cases being reported
- 32.26 of Thana's in-charge felt that officials of the Women and Children's Department were not coordinating effectively with the MSD



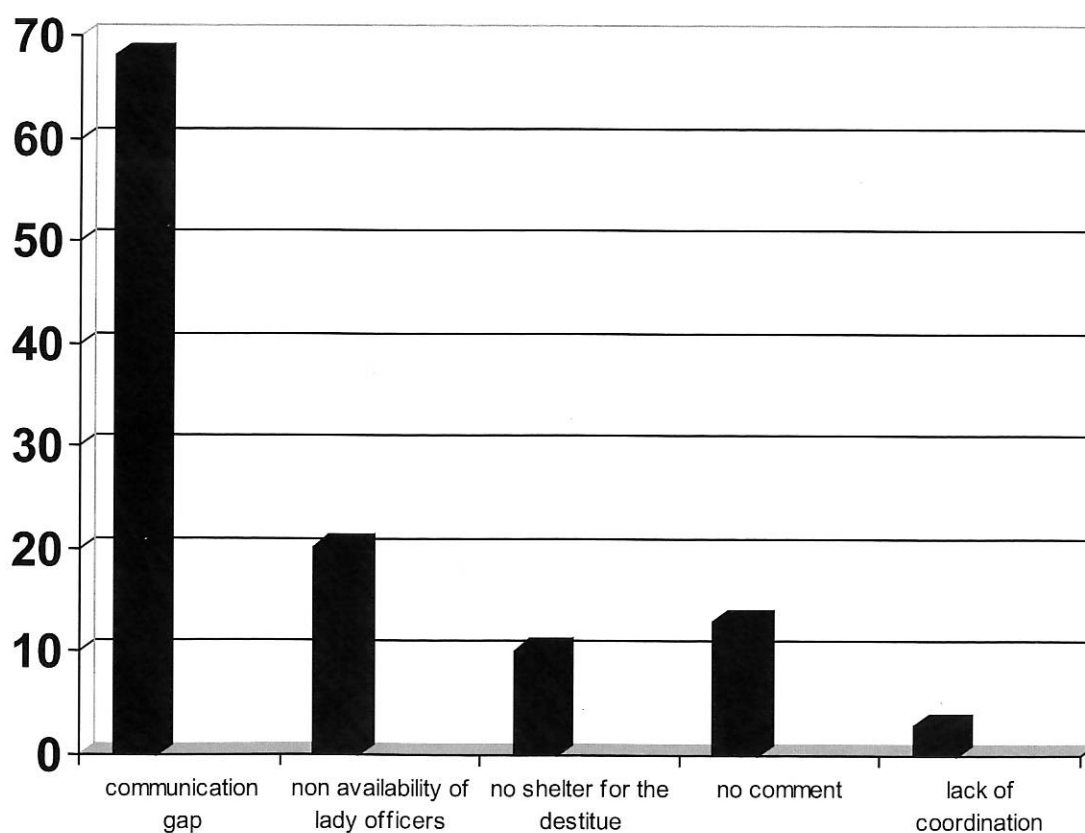
Problems encountered by Thana in-charges while dealing with MSDs

Further, Jeeban Jyoti noticed further problems during their survey:

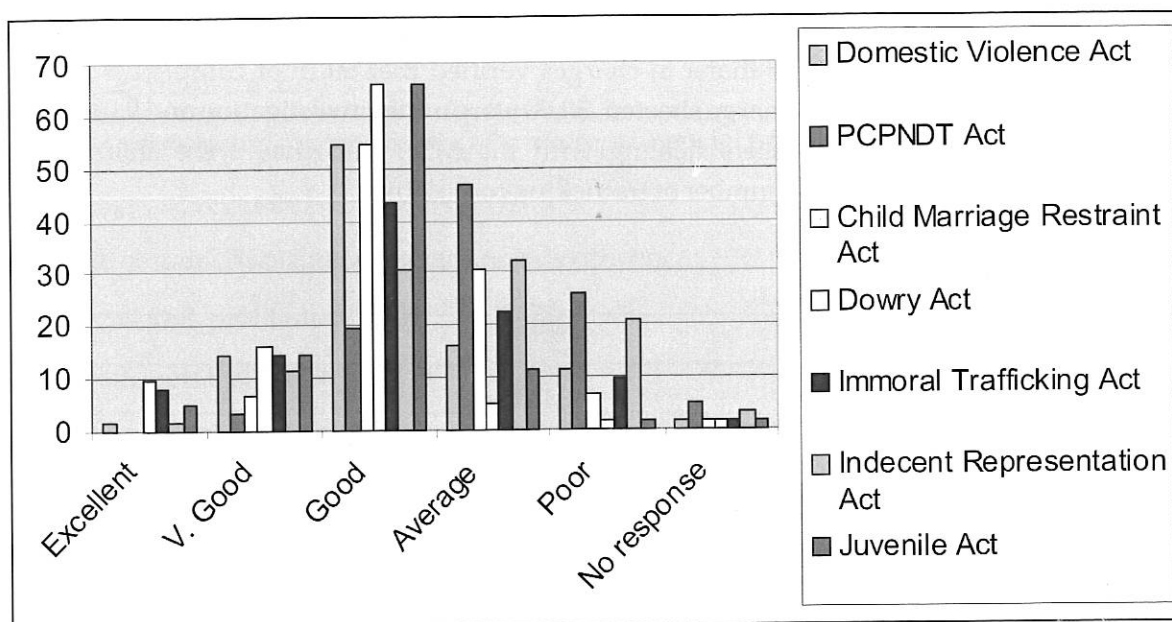
Drawbacks found in police stations:

1. Some police stations especially those in the rural areas lack the infrastructure to support the effective functioning of an MSD
2. All police stations were using their rest/refreshment room as a makeshift MSD room
3. Special Registers for MSD are not maintained and if they are, they are not updated
4. Most police officers are oblivious to the setting up of MSDs in fact, some officers emphasized that many of their older counterparts who qualified to retire in 1-2 years were the only ones trained in handling the MSD
5. Lastly, many police officers with the know-how of manning an MSD were often transferred within a year or two. Often their new postings were away from the Mahila Shishu Desk

The public on the other hand, felt the following gaps existed:



- (iii) **personnel handling MSDs have adequate knowledge of various laws etc.?** As studied during our survey, the thana in-charges had the following knowledge about the law:



Knowledge of Thana in-charge about the law

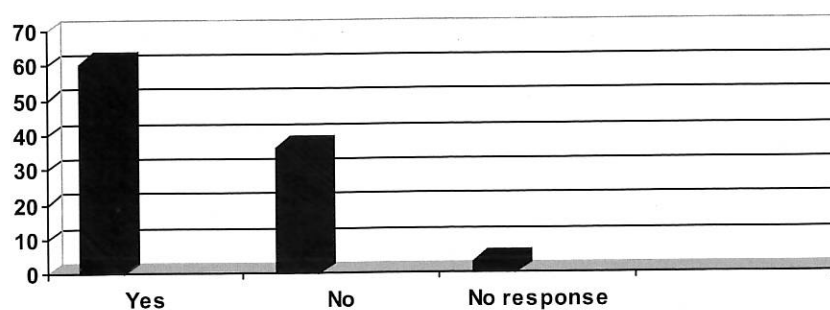
Further, our Police Officer questionnaire revealed the following results when asked "Do you think the officials dealing with the Mahila Shishu Desk have adequate knowledge of Acts & Laws dealing with women and children's issues?"

77.78 → Yes

20.63 → No

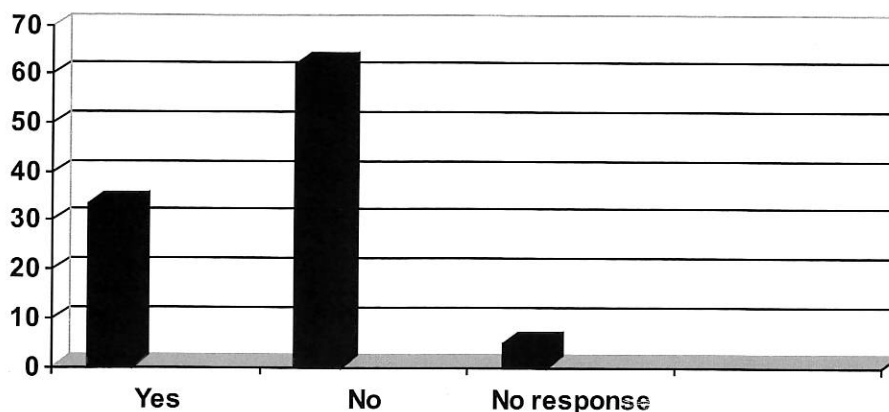
1.59 → No response

(iv) **Are personnel handling MSDs properly trained?** The personnel handling MSD cases are police officers. As outlined in the Police Order vide No. 301/2005 all members dealing with the Mahila Shishu Desk have to undergo special training conducted by trained professionals. This is in light of the multi-layered problems faced by victims who approach the desk. As outlined earlier, the desk not only lodges complaints but also provides counseling services, legal recourse and medical services to victims. Additionally, staff dealing with such issues need to be sympathetic and need to be confidential. On asking various police officers if they think their staff was properly trained, we got the following response:



Response of police officers to 'Do you think your staff are properly trained?'

(v) **How is the Mahila Shishu Desk dealing with issues of trafficking?** During our survey, the thana in-charges verified that 60.18 of complaints received were either solved or charge sheeted, 30.80 were under investigation and 9.01 gave us no response. Police Officers dealing with the MSD said they were able/unable to solve the following number of trafficking complaints:



Total number of cases solved/unsolved that were filed with a MSD

With 61.90 cases not solved from the above chart, this figure is a cause for concern as trafficking is a growing problem.

(vi) **What are the accomplishments of MSDs?** The MSDs have without doubt given women and children the ability to approach the police and find recourse to action when confronted with problems of violence and abuse. This they can do without fear. During their survey, Jeeban Jyoti found that Balangir Town Police Station and Phulbani Town Police Station were proactive in operating the MSD in their police station. They maintained updated records with respective cases being solved under their jurisdiction. In the district of Balangir, a 'Child Line Vehicle' is operating which was donated by Smt. Usha Padhee, IAS, who is currently Director of WCD Department, Government of Orissa. This van is used to rescue victims of Women and Child related issues.

(vii) **What are the gaps in the functioning of MSDs?** The gaps in the functioning of MSDs can be classified as follows:

According to the Public:

- In light of the communication gap between the public and this legislation passed, more people need to be made aware of this piece of legislation. This will encourage more women and children to approach the MSD.
- There are few lady officers involved. Given that the MSD revolves around addressing issues concerning women and children, a woman or child approaching the desk will be more comfortable if a lady officer is stationed at the desk
- Often there are no shelter homes for victims
- There is a distinct lack of coordination between NGOs and the Thanas
- It is not being operated in a practical manner

According to the Thana in-charge

- Lack of infrastructure
- No separate fund to operate MSD therefore, a financial problem
- No special separate room to use for MSD
- Lack of trained staff and shortage of lady officers
- Counseling problem
- No support from NGOs

According to Police Officers:

- More personnel training required
- The general public especially women exploit the desk for selfish motives often lodging complaints on false pretexts.
- No separate room is available for MSD purposes especially when it comes to sanitation facilities
- Separate vehicle should be assigned
- Need more lady officers
- Lack of funds
- Lack of short stay homes
- Less support from NGOs

IV

Analysis and Recommendations

Till date 471 Thana's have been trained in setting up a Mahila Shishu Desk. However, as studied above there are gaps in this brilliant programme that need to be filled. In order to study and analyze the results of our survey an expert committee meeting was convened on the premises of the Lal Bahaur Shastri National Academy of Administration in Mussoorie on October 20, 2008. The following were present at the meeting:

- Smt. Ranjana Chopra, IAS
Executive Director of NCGTPR and Deputy Director at LBSNAA
- Shri S. B Agnihotri, IAS
Cabinet Secretary, Rashtrapati Bhavan, New Delhi
- Smt. B. Radhika, IPS
IG of Police Training, Bhubaneswar
- Ms. Anjali Chauhan
Research Officer, NCGTPR
- Mr. Vijay Mishra
Research Officer, Jiban Jyoti

Recommendations:

In proffering analyses the members at the meeting identified a vertical and horizontal approach to dealing with the problem. Vertically, the various departments involved in the MSD have to become more vigilant in its functioning. The following needs to be done:

- Laws and Acts relating to women and child related issues must be studied by all members involved in dealing with the MSD
- The HRPC can act as an anchor at the state level as HRPC officers mostly look after DCRB, their seat has to become more effective.
- The Home Department has to distance itself
- The SP and the DM should act as anchors at the district level ensuring that all police stations with a Mahila Shishu Desk in their area are well equipped as far as training of staff, infrastructure, counseling facilities, medical facilities, etc are concerned.

- The WCD Department of the state will have to be more involved this is not only a police issue.
- New SPs should be re-introduced to the concept
- Police stations need to maintain registers

On a horizontal plane, dynamic public involvement, involvement by NGOs etc. is required. The following need to be accomplished:

- More infrastructures need to be provided as many police stations are using their refreshment rooms as MSD areas.
- Officers need to be sensitized more male officers should also be involved
- Knowledge of the Law is imperative for both police officers and citizens so that they (citizens) are made aware of their rights
- NGOs need to be more involved in helping sensitize people at the district level
- The public needs to be made more aware by using TV ads, flexi charts, radio messages, etc.
- To ensure accountability, the public should be able to call a Toll Free number to lodge complaints against police stations that do not follow the entire procedure in filing an MSD complaint The RPC at the state level and the SP at the District level can monitor these complaints.
- Toll Free numbers should also be available for the public with doubts as to the working of the Mahila Shishu Desk

The Orissa government's initiative is commendable. Although the setting up of the Mahila Shishu Desk has been successful, there are a few problem areas that need to be addressed. This will cause Orissa to be one of the leading states in the country that other states can hope to emulate when it comes to dealing with issues of women and children.

Thana's studied

*** U= Urban, R= Rural**

EASTERN ZONE

1 Khurda

- 1) Capital Police station U
- 2) Jankia Police Station R
- 3) Begunia Police Station R
- 4) Khandagii Police Station U

2 Nayagarh

- 1) Nayagarh Town Police Station U
- 2) Khandapada Police Station R
- 3) Fatehgarh Police Station R
- 4) Ranapur Police Station U

3 Cuttack

- 1) Banki Police Station U
- 2) Baideswara Poice Station R
- 3) Purighat Police Station U
- 4) Choudwar Police Station R
- 5) Mahila Police Station U

4 Jagatsinghpur

- 1) Ersama Police Station R
- 2) Tirtol Police Station R
- 3) Jagatsinghpur Police Station U
- 4) Paradeep Police Station U

WESTERN ZONE

1 Dhenkanal

- 1) Gandia Police Station R
- 2) Dhenkanal Town Police Station U
- 3) Dhenkanal Sadar Police station R
- 4) Kamakhyanagar Police Station U

2 Sambalpur

- 1) Sasan Police Station R
- 2) Sambalpur Town Police Station U
- 3) Mahila Police Station U
- 4) Ainthapali Police Station R

3 Bargarh

- 1) Barapalli Police Station U
- 2) Bhatli Police Station R
- 3) Bargarh Town Police Station U
- 4) Ambabhana Police Station R

4 Balangir

- 1) Saintala Police Station R
- 2) Balangir Sadar Police Station R
- 3) Loisingha Police Station U
- 4) Balangir Town Police Station U

NORTHERN ZONE

1 Balasore

- 1) Simulia Police Station R
- 2) Balasore Town Police Station U
- 3) Nilagiri Police Station U
- 4) Soro Police Station R
- 5) Sadar Police Station R

2 Mayurbhanja

- 1) Khunta Police Sation R
- 2) Udala Police Station U
- 3) Baripada Town Police Station U
- 4) Kuliana Police Station R

3 Keonjhar

- 1) Keonjhar Town Police Station U
- 2) Telko Police Station R
- 3) Keonjhar Sadar Police Station U
- 4) Kanjipani Police Station R

4 Sundargarh

- 1) Sector-3 Police Station, Rourkela U
- 2) Sector-7 Police Station, Rourkela R
- 3) Rajgangpur Police Station U
- 4) Kutra Police Station R

SOUTHERN ZONE

1 Kalahandi

- 1) Narla Police Station R
- 2) Kesinga Police Station U
- 3) Bhawanipatna Town Police Station U
- 4) Bhawanipatna Sadar Police Station R

2 Boudh

- 1) Boudh Town Police Station U
- 2) Bausuni Police Station R
- 3) Harabhanga Police station R
- 4) Purunakatak Police Station R

3 Kandhamala

- 1) Tumudibandha Police Station R
- 2) Baliguda Police Station U
- 3) Phulbani Town Police Station U
- 4) Phulbani Sadar Police Station R

4 Ganjam

- 1) Aska Police Station U
- 2) Bhanjanagar Police Station U
- 3) Kodala Police Station R

Questionnaires for the public

Name :

Age:

Sex :

Designation:

Address :

1. Are you aware of the Mahila Shishu Desk?
2. What is your opinion about such a initiative?
3. How can this initiative be made more effective?
4. What gaps can you identify in the initiative?
5. How, according to you, can these gaps be identified?
6. Do you know anyone who has approached this desk?
7. What kind of response did they get?
8. Were they satisfied with the outcome?
9. Have their problems been solved by the MSD?
10. What kind of attitude did the officials at the MSD have? Were they sensible and knowledgeable?
11. do you think the officials require more sensitivity to deal with MSD complaints?
12. Do you think that the MSD is an appropriate place where women and children can go alone for complaints without any fear?
13. Do you think there are sufficient number of MSDs in your area?
14. What kind of facilities would you want in a MSD?

Questionnaires for Police Officers

Name :

Age:

Sex :

Designation:

Address :

1. Do you think that Mahila Shishu Desk (MSD) is a good initiative to address women and child related problems?
2. What is the biggest advantage as an officer you see in such an initiative?
3. What in your opinion should be done to strengthen this initiative?
4. Do you see any threats to this initiative?
5. What kind of opportunity does the MSD offer women and children?
6. What are the weaknesses you find in MSD functioning?
7. How many complaints were received by the MSD desk under your jurisdiction?
8. What were the outcomes of those complaints?
9. Do you think your staff is properly trained to manage MSD?
10. In what way capacity of officials addressing MSD can be enhanced?
11. Do you think officials dealing with MSD are having adequate knowledge of Acts and Laws dealing with women and children's issues?
12. Can you highlight the accomplishment of the MSDs under your jurisdiction?
13. What were the learning from the accomplishment and failure?
14. Has MSD under your jurisdiction were able to solve any trafficking complaints of women and children?

Questionnaires for in charge of MSD

Name :

Age:

Sex :

Designation:

Address :

1. What is your opinion about the MSD initiative in your thana?
2. Was the MSD any help to victims?
3. How many complaints have you received at the MSD?
4. How many were solved?
5. If not solved then what were the constraints?
6. How many complaints are pending?
7. Did you receive any complaints regarding trafficking issues of women and children?
8. Do you think your supervisors cooperate with you in handling MSD complaints?
9. Do you think officials of the WCD cooperate effectively with the MSD project?
10. What problems have you encountered while dealing with the MSD?
11. How can these problems be solved?
12. How well do you know the following Acts: Good (1), Very Good (2)
 - Domestic Violence Act
 - PCPNDT Act
 - Child Marriage Restraint Act
 - Dowry Act
 - Immoral trafficking Act
 - Indecent Representation Act
 - Juvenile Act
13. Do you think your subordinates are aware of these Acts?
14. Are you of the opinion that you and your subordinates need to attend 'capacity building' workshops to address the complaints of MSD?
15. What kind of training do you feel is appropriate to deal with such an initiative as the MSD?
16. Specify the number of complaints you receive in each category:
 - Rape
 - Molestation
 - Domestic Violence
 - Desertion
 - Child Abuse

- Kidnapping
- Battering
- Eve teasing
- Forceful Prostitution
- Trafficking
- Sexual harassment of Women and Children at work/ school/ Collage and University

17. Can you identify the complainant's profiles:

- Women age, status, education
- Children age, status, education

18. Can you identify the profiles of various perpetrators:

- Men age, status, education
- Women age, status, education
- Children
- Any others



NCGTPR

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